



# BPL Board Agenda

## Regular Meeting

**Date** Thursday, January 16, 2025  
**Time** 6:00pm  
**Location** Boardroom  
 Bob Prittie Metrotown Branch  
 6100 Willingdon Ave Burnaby BC

**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.*

AGENDA	TIME	PAGE NO.
1. Agenda		
1.1 <b>Motion</b> to receive Agenda.	2 min	
2. Minutes		
2.1 <b>Motion</b> to adopt the minutes of the regular meeting held December 12, 2024 as circulated.	2 min	
3. Election of Officers	10 min	3 - 5
<b>Election of Chair</b> Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		
<b>Election of Vice-Chair</b> Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		
<b>Election of InterLINK Board Representative and Alternate</b> Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		
<b>Election of the Picard Trust Adjudication Committee</b> Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		

AGENDA	TIME	PAGE NO.
4. Reports	10 min	
4.1 Board Chair (verbal)		
4.2 Council Liaison (verbal)		
4.3 InterLINK Representative (verbal)		6 - 12
5. Items for Decision		
5.1 Branch Closures	10 min	13
<b>Motion</b> to approve in principle a full-day closure of the Metrotown and Tommy Douglas branches for one day each to facilitate incident response and de-escalation training.		
6. Items for Information		
6.1 Manager and Supervisor Vacancies	5 min	14-15
6.2 Strategic Plan Report Q4	10 min	16-31
6.3 Strategic Plan Staff Communication	5 min	32-33
6.4 Requests For Reconsideration	5 min	34-35
7. Other Business		
8. Next Library Board Meeting		
February 20, 2025 at 6:00pm at Bob Prittie Metrotown.		
9. Adjournment		
9.1 <b>Motion</b> 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.		



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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** ELECTION OF OFFICERS

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**RECOMMENDATION:**

**THAT** the Library Board appoint a Chair and Vice-Chair.

**THAT** the Library Board appoint an InterLINK Board Representative and Alternate.

**THAT** the Library Board appoint members of the Picard Trust Adjudication Committee.

**THAT** the Library Board defer the appointment of other Committee Members until the February Board meeting.

**REPORT**

At the January and February Library Board meetings, trustees will elect a chair, vice-chair and representatives of several committees. This report provides background information on the roles. Trustees are encouraged to bring questions about the roles to the January meeting.

**Chair and Vice-Chair**

BPL Board Policy A3 ([Board Roles and Operations](#)), states that the Board shall, following the inaugural meeting of the Library Board but no later than the Board's February meeting, elect from among its members a Chair and a Vice-Chair. These officers shall be elected for a term of one year and may be eligible for re-election for not more than two additional one-year terms.

In 2022, 2023 and 2024 trustees elected Mandy Yang and Sarah Bartnik as co-chairs.

### **Interlink Board Representative and Alternate**

BPL Board Policy A3 (Board Roles and Operations), states that the Board shall, following the inaugural meeting of the Library Board but no later than its February meeting, appoint an InterLINK Board Representative and an alternate.

Public Library InterLINK is a federation of public libraries from the Fraser Valley to the Sunshine Coast and the Sea to Sky region that supports public libraries through resource sharing and collaborative programs. The InterLINK Board is composed of one representative from each of the eighteen member library boards. The InterLINK Board meets five times a year. Meetings are approximately two hours long and currently take place on Tuesdays at 5pm.

In 2024, Gene Blishen was appointed InterLINK representative. No alternate was appointed.

### **Picard Trust Adjudication Committee**

BPL Board Procedures state that a Picard Trust Adjudication Committee is appointed at the January Board meeting.

Each year, two Picard Trust Awards of \$2500 each are given to BPL employees or residents of Burnaby. The awards are restricted to people who self-identify as Black, Indigenous or a person of colour. Adjudication of the Picard Trust award is by an ad hoc committee of three BPL trustees, with the Chief Librarian attending adjudication meetings as ex officio. The committee meets once or twice, in February or March, for approximately one hour.

2024 members: Caroline White, Anna Lu, Raj Hundal.

### **Finance Committee**

The Finance Committee reviews operating, capital and endowment fund budgets and actuals. In 2025, the Finance Committee is scheduled to meet three times:

- In April to approve the Statement of Financial Information and to review the previous year's operating, capital and endowment activity
- In July to approve budget priorities for 2025
- In October to review year-to-date spending and financial activity

2024 Members: Gene Blishen (Chair), Anna Lu, Mandy Yang, Hakam Bhaloo.

### **Personnel Committee**

The Personnel Committee leads the hiring process for the Chief Librarian position, recommends Chief Librarian appointments to the Board, conducts an annual performance review of the Chief Librarian, reviews matters pending arbitration and reviews proposed collective agreements.

In 2024 the work of the Personnel Committee was focused on the Chief Librarian performance review. 2024 Members: Caroline White, Sangeeta Subramanian, Sarah Bartnik (Chair).

In 2025, the work of the Personnel Committee will be focused on hiring a new Chief Librarian. The workload for this committee will be heavier than usual, and will involve multiple meetings and some preparation work outside these meetings. The Chief

Librarian will work with the committee as needed to develop a process, including potential use of external recruiters and City of Burnaby People & Culture staff.

### **Planning and Advocacy Committee**

The Planning and Advocacy Committee guides the library's strategic planning process and reviews large-scale promotion or advocacy work. The work of this committee is mostly in the development of the strategic plan. This strategic planning work concluded in 2023 and it is recommended that the Board does not form a Planning and Advocacy Committee in 2025.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



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## *Joining Libraries Together*

<i>Bowen Island Public Library</i>	<i>Pemberton &amp; District Public Library Association</i>
<i>Burnaby Public Library</i>	<i>Port Moody Public Library</i>
<i>Coquitlam Public Library</i>	<i>Richmond Public Library</i>
<i>Fraser Valley Regional Library</i>	<i>Sechelt Public Library Association</i>
<i>Gibsons &amp; District Public Library Association</i>	<i>Squamish Public Library</i>
<i>Lillooet Area Library Association</i>	<i>Surrey Libraries</i>
<i>New Westminster Public Library</i>	<i>Vancouver Public Library</i>
<i>North Vancouver City Library</i>	<i>West Vancouver Memorial Library</i>
<i>North Vancouver District Public Library</i>	<i>Whistler Public Library</i>

January 8, 2025

To: InterLINK Board  
Cc: Administrators Advisory Group

Via email

Subject: Provisional 2025 InterLINK Budget

Dear Board Member,

Attached please find the provisional 2025 InterLINK budget. At its meeting on Tuesday, November 26, 2024, the InterLINK Board passed the following motion:

**“THAT the Board of Directors of Public Library InterLINK adopt Schedule A as the Year 2025 Provisional Budget of Public Library InterLINK and authorize its onward transmission to member library boards for their consideration and comment**

**and**

**THAT a final vote on the 2025 InterLINK Budget take place at the first InterLINK Board meeting in 2025.”**

InterLINK Board members should request that the provisional budget be placed as an information item on the agenda of the next meeting of their home board. As noted in the above motion, member library boards are asked to comment on this budget. Member library boards are not required to pass a motion to "approve" the budget; however, boards could pass a motion to receive the budget as an item for information.

As a reminder, the provisional 2025 InterLINK budget shows an increase in the total member levy to \$525,000 - \$49,000 less than the previously approved 2025 forecast of increasing member levies. In discussions with their home boards, InterLINK Board members may wish to highlight Schedule B, which provides the 2025 member levy for each library as well as a comparison to the

2021-2024 levies. Schedule C provides the total 2025 member levy and projected net borrower levy (if applicable). The final non-resident borrowing numbers for 2024 will be provided in the final 2025 InterLINK Budget as noted.

One additional note, due to the fact that NewToBC did not receive funding from the Federal Government, both income and expenses for NewToBC remain unclear. Conversations continue regarding seeking alternative funding for the 2025 fiscal year in order to host a streamlined Library Champions Program. We anticipate that there will be changes to the final InterLINK Budget, reflecting those shifts, once InterLINK determines a path forward in consultation with members.

Please do not hesitate to call if you have any questions,

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh Anne Palmer".

Leigh Anne Palmer

Executive Director



**2025**

**PROVISIONAL BUDGET**

**November 26, 2024**



<b>2025 DRAFT Provisional InterLINK Operating Budget</b>				
<b>Schedule A - with projected borrowing</b>				
	<b>2024 Budget</b>			<b>2025</b>
				<b>PROV. BUDGET</b>
<b>REVENUES:</b>	<b>Budgeted</b>	<b>YTD (Sept)</b>	<b>Projected</b>	<b>Budgeted</b>
Provincial Grant	\$ 605,000	\$ 605,180	\$ 605,180	\$ 605,180
Prov. Grant - COVID / Enhance't (for fiscal year)	200,000	193,283	200,000	200,000
Net Borrower Library-Contribution	61,384	61,378	61,378	68,150
Member Levies	500,000	500,000	500,000	525,000
Interest Income	35,000	81,072	95,000	35,000
New to BC	455,000	403,904	575,000	455,000
Admin-New to BC	45,000	52,582	58,000	45,000
Workshops	-	7,125	8,500	3,000
Project LLEAD	-	10,000	10,000	10,000
Consortial Purchasing	20,000	91,142	91,142	30,000
Misc / One time projects (not grant funded)		41,255	60,000	150,000
<b>Total Revenues</b>	<b>\$1,921,384</b>	<b>\$2,046,921</b>	<b>\$2,264,200</b>	<b>\$2,126,330</b>
<b>EXPENDITURES:</b>				
One time Projects / Expenditures (not grant funded)		30,606	80,000	155,000
GRANT Expenditures - COVID / Enh. (for fisc.yea	200,000	193,283	200,000	200,000
OFFICE-Audit & Legal	22,500	1,207	23,700	25,000
OFFICE-Board/Committee Expenses	15,000	8,736	11,000	15,000
OFFICE-Building Maintenance	5,325	2,509	5,000	5,500
OFFICE-Computer Repair & Maintenance	4,500	2,117	4,500	4,200
OFFICE-Equipment	3,700	-	5,500	3,000
OFFICE-Expenses-Miscellaneous	500	973	1,100	1,000
OFFICE-Insurance	7,300	6,830	6,800	7,200
OFFICE-Photocopier / Printer	2,500	1,734	2,400	2,500
OFFICE-Rent	39,500	28,937	38,700	40,000
OFFICE-Utilities	9,500	4,753	7,500	8,500
OFFICE-Postage/Shipping	1,400	489	1,200	1,500
OFFICE-Expenses/Supplies	2,400	1,296	2,400	2,500
PROGRAMS-Audiobooks-Acquisitions	100,000	55,075	100,000	100,000
PROGRAMS-Audiobooks-Supplies & storage	3,440	1,130	3,400	3,500
PROGRAMS-Audiobooks-Website	4,400	4,893	5,200	5,500
PROGRAMS-Consortial Purchasing	20,000	91,254	91,254	30,000
PROGRAMS-New to BC - Federal	455,000	458,246	575,000	455,000
PROGRAMS-ILK admin costs for NBC	17,000	19,592	26,000	20,000
PROGRAMS- Project LLEAD	-	10,000	10,000	10,000
PROGRAMS-Resource Sharing-Courier Charges	75,000	41,410	70,000	72,000
PROGRAMS-Resource Sharing-Del Suppl / storag	9,200	8,666	11,000	10,000
PROGRAMS-Resource Sharing-Hosting	20,000	17,000	17,000	17,000
PROGRAMS-Resource Sharing-UBC ILL Charges	5,000	-	5,500	5,500
PROGRAMS-Resource Sharing-Vehicle Operatio	28,000	15,082	24,000	26,000
PROGRAMS-Workshops	7,500	6,919	10,000	7,000
PROGRAMS-YSC	33,125	6,937	33,125	33,280
STAFF- Professional Development	4,000	439	1,000	4,400
STAFF-Benefits	50,500	37,010	50,000	50,500
STAFF-Salaries & Wages	458,000	332,001	437,000	455,000
<b>Sub-Total Operating Expenses:</b>	<b>1,604,290</b>	<b>1,389,124</b>	<b>1,859,279</b>	<b>1,775,580</b>
Trfr.Capital Asset Reserve	10,000	10,000	10,000	10,000
Net Provider Comp.(Operating Bdgt)	245,537	245,537	245,537	272,600
Net Provider Comp.(Borr.Library)	61,384	61,384	61,384	68,150
Deferred Revenue (COVID relief funding)				-
<b>Total Oper. Exp. &amp; Comp.</b>	<b>\$1,921,211</b>	<b>\$1,706,045</b>	<b>\$2,176,200</b>	<b>\$2,126,330</b>
<b>Excess (Deficit)</b>	<b>\$173</b>	<b>\$340,876</b>	<b>\$88,000</b>	<b>\$0</b>

## 2025 InterLINK Draft Provisional Operating Budget Member Levies Schedule B

**NOTE:** Updated version with 2024 population numbers .

Library	Population 2024	PROPOSED					Variance from 2023- 2024
		2021 InterLINK Member Levies	2022 InterLINK Member Levies	2023 InterLINK Member Levies	2024 InterLINK Member Levies	2025 InterLINK Member Levies	
BIPL *	4,181	463	473	546	625	\$ 651	\$ 26
BPL	279,948	35,523	32,753	33,735	41,618	\$ 43,610	\$ 1,992
CPL	168,311	21,053	19,412	19,968	24,537	\$ 26,219	\$ 1,682
FVRL **	870,525	74,607	86,877	106,478	129,092	\$ 135,609	\$ 6,517
GibPL *	13,478	1,497	1,503	1,673	2,008	\$ 2,100	\$ 91
LALA *	4,148	484	474	521	622	\$ 646	\$ 24
NWPL	88,945	11,195	10,322	10,714	13,198	\$ 13,856	\$ 658
NVCL	65,482	8,139	7,504	7,775	9,635	\$ 10,201	\$ 566
NVDPL	98,112	12,913	11,906	12,181	14,627	\$ 15,284	\$ 657
PemPL *	7,258	753	776	850	1,058	\$ 1,131	\$ 72
PMPL	39,316	4,921	4,538	4,648	5,665	\$ 6,125	\$ 460
RPL	229,781	29,804	27,480	27,964	34,333	\$ 35,795	\$ 1,462
SecPL *	20,561	2,224	2,260	2,505	3,053	\$ 3,203	\$ 150
SqPL *	25,725	2,514	2,651	3,008	3,799	\$ 4,007	\$ 208
SPL	662,640	82,089	75,687	79,479	97,523	\$ 103,225	\$ 5,702
VPL	727,613	74,847	78,881	89,840	108,984	\$ 113,346	\$ 4,362
WVML	49,590	6,626	6,109	6,250	7,460	\$ 7,725	\$ 265
WhPL *	14,560	1,674	1,719	1,865	2,163	\$ 2,268	\$ 105
<b>TOTAL</b>	<b>3,370,174</b>	<b>\$ 371,325</b>	<b>\$ 371,325</b>	<b>\$ 410,000</b>	<b>\$ 500,000</b> <small>=22% increase</small>	<b>\$ 525,000</b> <small>=5% increase</small>	<b>\$ 25,000</b>
<b>COST PER CAPITA:</b>		<b>0.1326</b>	<b>\$ 0.1260</b>	<b>\$ 0.1293</b>	<b>\$ 0.1484</b>	<b>\$ 0.1558</b>	

### SUMMARY:

The direct cost per capita is arrived at by dividing the total member levy cost of \$525,000 by the total estimated population of **3,370,174**. All libraries are now at 100% and there is no longer a VPL grant.

Please note that COVID affected non-resident borrowing starting in 2020, thus levies were temporarily reduced, but are being phased up to "normal" as forecast for, and approved by the AAG and Board in 2022 and 2023. The large amounts of interest earned from receiving Operating Grants early have resulted in a slower pace of increases being recommended (instead of increasing to \$574,000, 2025 levies would be \$525,000.)

# Public Library InterLINK

## 2025 Calculations - circ activity and levies (DRAFT/Projected)

(using 2024 PLB pop. estimates)

2024 projected Circulation Activity; Membership Levy based on Data and Budget inputs for 2025)

(using \$0.50 per Net Loan)

### Schedule C - p. 1

Library	Population 2024	Items Lent 2024 Projection	Items Borrowed 2024 Projection	Net Activity 2024 Projection	Net Lender Income \$0.50/net item Projection (0.40/item fr. subsidy)	Net Borrower Levy at \$0.10 per net item Projection
BIPL *	4,181	1,133	13,647	(12,514)		\$1,251
BPL	279,948	499,178	288,836	210,342	\$105,171	
CPL	168,311	207,922	361,006	(153,084)		\$15,308
FVRL **	870,525	171,679	484,623	(312,944)		\$31,294
GibPL *	13,478	16,689	10,685	6,004	\$3,002	
LALA *	4,148	110	140	(30)		\$3
NWPL	88,945	86,521	136,887	(50,366)		\$5,037
NVCL	65,482	94,047	227,763	(133,716)		\$13,372
NVDPL	98,112	205,662	143,405	62,257	\$31,129	
PemPL *	7,258	1,705	4,501	(2,796)		\$280
PMPL	39,316	197,965	80,681	117,284	\$58,642	
RPL	229,781	178,132	111,735	66,397	\$33,199	
SecPL *	20,561	10,235	18,116	(7,882)		\$788
SqPL *	25,725	1,713	9,987	(8,275)		\$827
SL	662,640	306,052	206,429	99,623	\$49,812	
VPL	727,613	451,072	431,852	19,220	\$9,610	
WVML	49,590	138,435	46,238	92,197	\$46,098	
WPL *	14,560	13,767	5,485	8,282	\$4,141	
<b>TOTALS:</b>	<b>3,370,174</b>	<b>2,582,017</b>	<b>2,582,016</b>	<b>0</b>	<b>\$ 340,803</b>	<b>\$ 68,161</b>

budget numbers are rounded

Only net  
borrowers pay  
this levy

**Public Library InterLINK  
Compensation Model - 2025  
Schedule C - p. 2**

<b>2025 PROPOSED MEMBER LEVIES</b>					
<b>Based on 2024 population estimates from Public Libraries Branch</b>					
Library	Proposed 2025 Member Levy	PROJECTED Net Borrower Levy at \$0.10 per net item (rounded) to pay in 2025 re: 2024	Total 2025 Prop. Memb. Levy + PROJ. Net Borrower Levy	2024 Member Levy & Actual '23 Net Borrower Levy paid in 2024	Variance betw. 2025 Memb. Levy + PROJ. Net Borr. Levy vs 2024 Memb. Levy + Actual Net Borr. Levy
BIPL *	\$651	\$1,251	\$ 1,903	\$1,929	\$ (26)
BPL	\$43,610		\$ 43,610	\$41,618	1,992
CPL	\$26,219	\$15,308	\$ 41,528	\$43,007	(1,480)
FVRL **	\$135,609	\$31,294	\$ 166,903	\$151,547	15,356
GibPL *	\$2,100		\$ 2,100	\$2,667	(567)
LALA *	\$646	\$3	\$ 649	\$651	(2)
NWPL	\$13,856	\$5,037	\$ 18,892	\$16,996	1,896
NVCL	\$10,201	\$13,372	\$ 23,572	\$23,146	426
NVDPL	\$15,284		\$ 15,284	\$14,627	657
PemPL *	\$1,131	\$280	\$ 1,410	\$1,437	(26)
PMPL	\$6,125		\$ 6,125	\$5,665	460
RPL	\$35,795		\$ 35,795	\$34,333	1,462
SecPL *	\$3,203	\$788	\$ 3,991	\$3,053	938
SqPL *	\$4,007	\$827	\$ 4,835	\$4,579	256
SL	\$103,225		\$ 103,225	\$97,523	5,702
VPL	\$113,346		\$ 113,346	\$108,984	4,362
WVML	\$7,725		\$ 7,725	\$7,460	265
WPL *	\$2,268		\$ 2,268	\$2,163	105
<b>TOTALS:</b>	<b>\$ 525,000</b>	<b>\$ 68,161</b>	<b>\$ 593,161</b>	<b>\$ 561,384</b>	<b>\$ 31,776</b>

2024 proposed levies are \$525,000 vs \$500,000 in 2024; projected net borrowing costs are \$68,161 vs \$61,378 for 2023 borrowing (paid in 2024). Budget borrowing numbers are rounded.



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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** BRANCH CLOSURES

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**RECOMMENDATION:**

**THAT** the Library Board approve in principle a full-day closure of the Metrotown and Tommy Douglas branches for one day each to facilitate incident response and de-escalation training.

**REPORT**

Any closure of library branches must be approved by the Library Board in advance, except in emergency situations. There is no official policy that codifies this practice, although Trustees confirmed the practice at the April 2022 Library Board meeting.

In 2024, BPL staff completed a project to review how we respond to security incidents at the library. Also in 2024, BPL hired a consultant to create a Violence Risk Assessment in response to a WorkSafe inspection order at the Metrotown branch. Both the Incident Response Project and the Violence Risk Assessment Report recommended training in de-escalation and incident response.

Staff have identified a consultant to deliver this training. Because this training is high priority, and in order to maximize staff attendance, staff are seeking Library Board approval to close the Tommy Douglas and Metrotown branches for one day each in early March.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** MANAGER AND SUPERVISOR VACANCIES

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**RECOMMENDATION:**

**THAT** the Library Board receive this report for information.

**REPORT**

This report provides trustees with an update on some of the library's existing and upcoming manager and supervisor vacancies and the rationale for management's approach to them.

The Digital Studio Coordinator position (filled temporarily since July 2024) and the Metrotown Librarian 2 position (becomes vacant on the retirement of the incumbent in January 2025) are being filled temporarily. The delay in the City of Burnaby's 2025 budget process creates uncertainty for BPL around our 2025 budget requests. Keeping the Digital Studio Coordinator and Metrotown Librarian 2 positions vacant allows us to prioritize staffing needs should we be unsuccessful in obtaining funding for new positions in the 2025 budget. Both these positions currently report to the Metrotown Branch Manager.

Elizabeth Davies is retiring as Metrotown Branch Manager at the end of January 2025. We will be filling this position temporarily for six months while we wait to know more about the 2025 budget. This will allow us to recruit a permanent Branch Manager once we have more clarity about Metrotown's organizational structure, and will ensure that a permanent Branch Manager will have the opportunity to hire their direct reports.

Desiree Baron, Cameron Branch Manager, is being seconded to the Metrotown Branch Manager position for six months. Jessica Lee, McGill Branch Manager, is being seconded to the Cameron Branch Manager position. We have posted the McGill Branch Manager position temporarily.

The Chief Librarian would like to thank staff who are stepping into new roles, and express appreciation for staff's patience and flexibility at all impacted locations during this period of uncertainty.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** STRATEGIC PLAN REPORT Q4 2024

**RECOMMENDATION:**

**THAT** the Library 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><b>NEW MEMBERS</b></i>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	<b>7,195</b>	<b>7,413</b>	<b>218</b>	<b>3%</b>

<i><b>HLAS – PATRONS SERVED</b></i>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	<b>638</b>	<b>744</b>	<b>106</b>	<b>14%</b>



COMMUNITY WORK – VISITS	Q4 2023	Q4 2024	Increase/Decrease	
			Number	%
	152	211	59	28%

### Connecting with Spanish Speakers

Community Librarian Maité has been continuing her work with the Spanish-speaking community by supporting the Burnaby Neighbourhood House’s (BNH) Settlement and Integration programs for Spanish speakers. The Latinx community in Burnaby is very diverse with folks coming from different countries and possessing a variety of different statuses including those with migrant worker visas and undocumented individuals. During these programs at the Neighbourhood House, BNH staff present on a topic like the Canadian health care system and Maité connects attendees with resources on that topic. Maité has encouraged BNH staff to allow time for connection and conversation after the main topic has been presented so that facilitators may be able to address the needs that arise from attendees depending on their specific situations and the barriers that they face.

### Sunday Movie Club

Run by the Progressive Housing Society, Ledger is one of the housing complexes in Burnaby that provides individuals with stability and security through the continuity of housing. Community Librarian Logan has been regularly visiting Ledger and its sister complex Norland since October. While several of the residents have library cards, they have never visited or are reluctant to visit the library. One of the residents who had noticed Logan’s visits to Ledger started asking questions about DVDs from the library – how they work, what they needed to check one out, how long they could be kept for. Over time and several conversations later, the Ledger resident trusted Logan enough to share that they had formed a small group of residents who would be interested in screening a movie and then discussing it afterwards. Logan was happy to work with this resident to ensure that he got the DVDs that he wanted and to have conversations with the Progressive Housing staff to ensure that their space and equipment needs were met. As of December, Sunday Movie Club at Ledger has had two successful movie screenings and discussions.

### Mental Health Peer Navigators

Peer Navigators from the Canadian Mental Health Association continued to host weekly drop-in sessions at the Tommy Douglas Library. The Peer Navigator Program is designed to help people struggling with mental health and/or substance use issues navigate and access social services such as health and wellness support, legal assistance, and housing. This fall saw an increase in participation, with over 50 new patrons attending since October. This number is in addition to ongoing relationships with participants who discovered the program earlier in the year. The Peer Navigators meet participants at their own pace and deliver assistance in the low barrier setting the library provides. They focus on helping participants to set goals and work to realize these targets with ongoing support.

### Cameron Courtesy Phone

A courtesy phone was installed in Temporary Cameron as a pilot project when the library opened in April. Information Clerk Cinzia noted that, “I have seen children, teens and

adults use it. A young boy couldn't find his mother the other day, but he knew her number. It was such a successful interaction.” A patron commented, “I was stranded here because an accident had my phone stolen and no means of communication. This phone has helped me more than you could know. Thank you thank you thank you.”

<b>Operating Plan Project Updates</b>	
<b>Project</b>	<b>Update</b>
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	Community Librarian Emily has been connecting with community partners and individuals to discuss the project. They also have been talking to BPL staff, and library workers from other public libraries. They've had conversations with over 50 community members, and an additional conversations with 40 BPL staff. In December, they were invited by librarian Lucia to visit the newest group of Burnaby Library Champions. There, Emily got to meet with 14 volunteers who are going out to their communities to promote BPL, and learnt more about their needs and what they would like to see happen at the library.
1.3 Develop and implement harm reduction education and other services	The project plan to implement the recommendations from the Tommy Douglas pilot is complete. We will be taking a staggered approach with implementation, and we plan to offer harm reduction supplies (snacks, juice, water, bus tickets) at Metrotown starting in Q1 2025. Tommy Douglas is continuing to offer this service to patrons.
1.4 Introduce courtesy phones at library branches	The courtesy phone pilot at temporary Cameron is going well. In Q4, the phone was used for a total of 120 calls. Next steps are to expand the project to other branches.

## 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	Q4 2023	Q4 2024	Increase/Decrease	
			Number	%
Metrotown	101,584*	130,009	28,425	22%
McGill	89,989*	97,970	7,981	8%
Tommy Douglas	73,573	82,677	9,104	11%
Cameron	44,108	61,080	16,972	28%
<b>TOTAL</b>	<b>309,254</b>	<b>371,376</b>	<b>62,482</b>	<b>17%</b>

ONLINE VISITS	Q4 2023	Q4 2024	Increase/Decrease	
			Number	%
Website	104,118	191,183	87,065	46%
Catalogue	760,534	559,250	-201,284	-26%

ROOM USE BY COMMUNITY GROUPS	Q4 2023	Q4 2024	Increase/Decrease	
			Number	%
Metrotown	767*	863	96	11%
McGill	56	0**	-56	-100%
Tommy Douglas	156	185	29	16%
<b>TOTAL</b>	<b>979</b>	<b>1,048</b>	<b>69</b>	<b>7%</b>

\*Reported incorrectly in 2023.

\*\* Room unavailable due to renovations

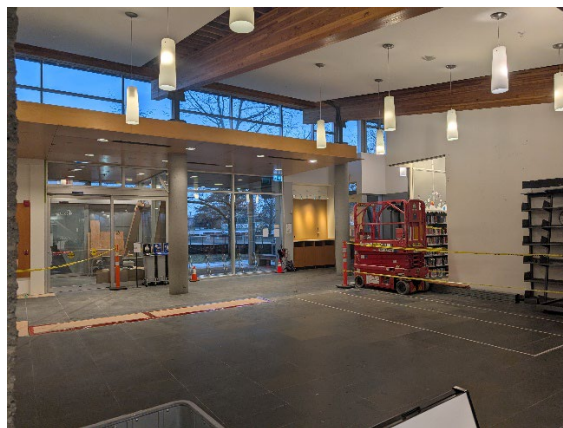
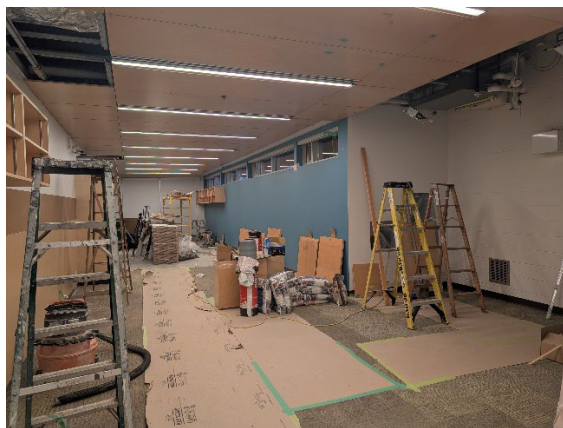
### BACI Library Visits

Community Librarian Maité works with the seniors' group and the youth group from the Burnaby Association for Community Inclusion (BACI), a non-profit that works towards building a more caring and inclusive community by seeking opportunities to increase social awareness and effect change in the way people with disabilities are viewed in society. Maité visits the groups in their own space, and both groups have expressed an interest in coming to the library as a space where they feel welcomed and included. Maité sets the groups up for success by booking a meeting space where BACI folks can

decompress after their travels from BACI to the library, introduces some activities that they explore in a safer environment and then allows participants to try out things like the self-service check-out or asking a question at the service desk, giving them a choice to practice or not. The youth group have expressed interest in visiting the digital studio in the new year.

### **McGill Renovation**

Construction at McGill began in the fall of 2024. This project's primary objective is to implement an Automated Materials Handling System (AMHS) that will improve workflow and processes for operations. This will reduce staff injury from repetitive materials handling. Our community will also benefit from items being checked in right away and getting into the hands of the next patron sooner. In addition to this, our lobby space will be updated with a focus on reducing barriers to service and maximizing space that is currently under-utilized. We will create a more welcoming environment with the removal of the gates, improved flow through the space, and additional seating and tables. The AMHS will be operational in February. And the final work of the renovations are scheduled to be completed in March 2025.



### **Power Outlets at Metrotown**

Metrotown Branch was designed prior to the growth in personal computing. Many study areas do not have power outlets and as a result, patrons get creative. Some bring in



power cords and plug into outlets far from their seat, creating tripping hazards with cords. Staff regularly make rounds of the library to check safety issues such as these. One day this Fall, Children’s Librarian Ashley was walking around the second floor when she noticed that a patron had plugged a kettle into an outlet in an aisle and was boiling water! Ashley had to tell her that this was a safety issue as a patron could trip over the kettle and receive a serious burn. We have previously found patrons plugging in scooter batteries and their own PC that they have lugged in from home, but this is a new one for us! Information Clerk Barb is working on a proposal for installing a charging station at Metrotown. While this wouldn’t solve all our power problems, at least it would be safer than extension cords!

### **Temporary Cameron Open House**

The Temporary Cameron Community Centre and Cameron Branch jointly hosted an Open House to celebrate our move to the Lougheed Mall. Patrons collected stamps in a passport, which included posing in the library photo booth, visiting the library service desk and a library resources demo. Teens were invited to do a craft to decorate our Teen board. Home Library and Accessible Service (HLAS) staff Maja and Damian hosted a table that featured services offered by HLAS. Many patrons didn’t know about the services available to them including materials available in more accessible formats, delivery services and memory kits that will be available next year. A few community organizations and the Cameron Seniors Centre were also interested in the library services that HLAS provided and how they could partner with the library.



### **Access Class Halloween Party**

On October 30, the Teen Services Department hosted the 2024 Access Halloween Party at the Metrotown branch. Access classes are for students, ages 13-19, with disabilities and neurodiversity. Over 150 costumed students, teachers and education assistants from six Access classes took part in scavenger hunts and games, and enjoyed music and dancing. The Burnaby Art Gallery was on hand to engage participants with analog art activities, and Burnaby artist and author Janice Liu offered tips and techniques for creating spooky digital drawings in BPL’s Digital Studio. A pizza lunch and Halloween treats were provided. The participants had an excellent time and shared that it meant a lot

to them to be invited out into the community, and we have received many requests to repeat this event next Halloween. Many thanks to teen services and Metrotown staff for making this event such a success!

<b>Operating Plan Project Updates</b>	
<b>Project</b>	<b>Update</b>
2.1 Expand Sunday hours	Project complete. Expanded Sunday hours began May 26.
2.2 Open temporary Cameron	Project complete. 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 2025.
2.4 Renovate McGill	Construction began in Q3 2024. The new automated materials handling system will be operational in Q1 2025 and final work will be completed in Q2.
2.5 Develop a BPL facilities master plan	Consultant Annerieke van Hoek of studioHuB architects continues to work on the project, including meeting with city staff, analyzing Burnaby demographic data, looking at data from BPL and other libraries, and visiting libraries outside Burnaby. The project is scheduled to complete in March 2025.
2.6 Complete the Indigenous spaces project and implement recommendations	Work has restarted on this project with connections to key community stakeholders made. An initial community consultation is being planned for early spring.
2.7 Build a new Cameron library	Deconstruction of the existing facility began in fall 2024. Construction completion is anticipated in Q4 2027 and the new facility is expected to open in Q1 2028.

# 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.

<b>CIRCULATION – PHYSICAL ITEMS</b>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	629,389	673,235	43,846	7%

<b>CIRCULATION – DIGITAL</b>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	105,802	118,879	13,077	11%

<b>TECHNOLOGY USE</b>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
<b>Computer Sessions</b>	38,596	49,577	10,9681	22%
<b>Digital Studio Sessions</b>	451	642	191	30%
<b>TOTAL</b>	<b>39,047</b>	<b>50,219</b>	<b>11,172</b>	<b>22%</b>

<b>PROGRAMS</b>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	184	206	22	11%

<b>DIGITAL RESOURCES</b>	<b>Q4 2023</b>	<b>Q4 2024</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
	14,349	23,885	9,536	40%

## Growing the World Languages Collections at Metrotown

The World Language Collections are growing at Metrotown. We ran out of shelving space in the summer and there was no space for the new Portuguese Language collection. Public Service Supervisor Gillian worked with the Pages and shifted fiction, genre and teen collections to increase available shelving space for the World Language Collections.

## Digital Literacy Programs

This fall, we continued to host Tech Help and Computer Basic programs. In these programs, librarians aim to address basic digital literacy issues and integrate examples of

recurring concerns such as online safety, fraud prevention, and misinformation within a variety of getting-started topics. Librarians used patron program feedback from this quarter to further iterate on and refine our offerings for Winter 2025. This included listening to patrons who expressed their difficulties learning on laptops with touchpads. As a result, new computer mice have been ordered for our programming laptops to make them more accessible.

### **Supporting English Language Learners**

The Burnaby Community & Continuing Education Department of the Burnaby School District now offers a Foundations English program. This provides an alternative to new immigrants who do not qualify for the Language Instruction for Newcomers to Canada (LINC) program which is limited to permanent residents or convention refugees 17 years of age or older. Community Librarian Andrea spent her visits hanging out in the Foundations' space getting to know some of the students and learning about their needs and the barriers that they face. Andrea has assisted them with technology questions, connected them with additional language support materials in addition to providing them with suggestions of community resources. Andrea hopes to continue to connect with more newcomers as new cohorts start their learning journeys with the Foundations program.

English Conversation Circles continue to provide creative opportunities for librarians to share stories and experiences from different cultures. At Tommy Douglas, librarian Rebecca's session on the December 21 solstice focused on celebrations and how we can brighten up the dark cold days of winter. At Cameron, Yasmin followed up a discussion of the Canadian Food Guide with a session where participants shared recipes for dishes from their home countries. Also at Cameron, Yasmin shared two books about Muslim families, and the session ended with a demonstration from a participant on how to tie a hijab, with Yasmin as the model!



### **Writing Workshops with Deer Lake Artist Residencies**

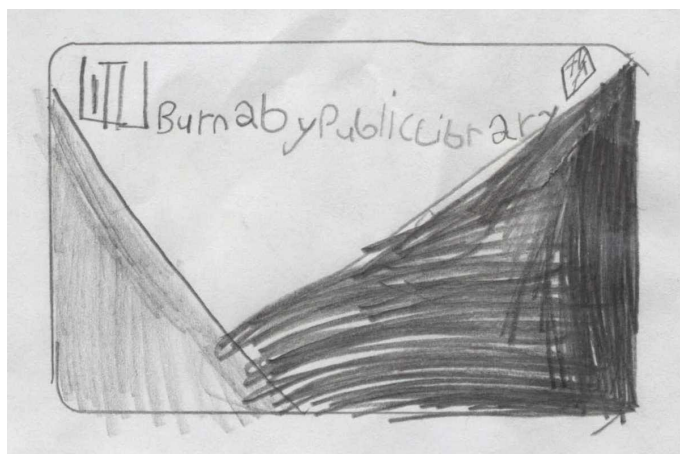
In October, we continued with our Writing Workshop series in collaboration with the Deer Lake Artist Residencies. The library offered the workshop: "Rethinking Genre, Form, and Narrative Structure: A Chinese (and East Asian) Perspective" facilitated by Yilin Wang. Yilin presented on the Chinese narrative theory, using a blend of video, music, and examples to illustrate the theory. Participants were guided through prompts to free write, reflect through the workshop and put into practice what they were learning. There was also lively discussion to understand the roots to Chinese narrative and dissect our understanding of genre and form. Joanna Garfinkel hosted a two-part program at Metrotown for writers called "Writing from Real History." In this program, participants



learned how to work from archival documents, personal memoir, family history, and other primary sources to create stories.

### **Cameron Class Visits**

Cameron Elementary grade three students visit the Cameron library monthly to check out books. Children's librarian Ana develops important relationships with these students and their teachers, who become familiar with the library. One student shared their drawing of a library card.



### **Programming in Languages other than English**

Over the last few months, the children's librarians have started to offer regular programs in languages other than English. These include storytimes and social hours for families who speak Japanese, Korean, Portuguese, and Spanish. We have also partnered with local organizations who are delivering storytimes in Cantonese and Tigrinya. These programs have been met with much positive feedback from attendees, with many patrons travelling from other areas of the Lower Mainland to attend. The children's team is excited to continue learning about and growing our programs and services in languages other than English.

### **Fraser Park Youth Custody Centre Community Collection**

Teen Librarian Victoria maintains a relationship with youth who are in secure or temporary custody at the provincial facility in the form of programs, summer reading club, librarian visits, and the Community Collection, which is comprised of fiction, non-fiction, comic books and manga that youth have requested. Reading physical books is one of the main methods of entertainment and supporting literacy efforts at Fraser Park, and it is especially the case during cold months when outdoor activities aren't available. This Community Collection is also special as, unlike the books supplied by the School District, youth can take these books back home, or return them to any library to make their way back to BPL. This allows the youth ownership over their favourite titles, and something positive from their time at the Custody Centre to take home with them.

### **Teen Digital Studio Program**

Teen Librarian Rhiannon worked with a school Settlement Worker on an activity for newcomer teens during winter break. For some Burnaby teens, school breaks can be isolating since much of their social network is at school. In conversations with the

Settlement Worker and with newcomer teens, Rhiannon planned a day for students from four secondary schools to visit the Bob Prittie Metrotown branch in early January. Over 20 teens attended. The teens had fun connecting with each other and playing games in the branch’s Community Room. They also had the opportunity to visit the Digital Studio. The students were very happy to try out the iPads for drawing using Procreate and the Apple pencils. They also had fun in the recording studios creating some audio recordings. One student loved the studio space so much, they booked a time to use a recording studio the following day.

<b>Operating Plan Project Updates</b>	
<b>Project</b>	<b>Update</b>
3.1 Improve public printing	This began as a project to implement pay-by-card for public printing and was expanded in Q2 to include printer/copier upgrades. New, larger capacity, multi-function printers have now been installed at all branches, with additional printers coming to Metrotown and McGill in Q1 2025. Unfortunately, our print vendor has been unable to provide a card payment option that meets our requirements, and we have decided to pause that work and reassess need before exploring alternatives. Because of the minimal work remaining on this project, we are considering it complete.
3.2 Pilot mobile self-checkout	Project co-leads are testing a mobile checkout solution and making plans for rollout over the coming months. This project will carry into 2025 and is expected to complete in Q1.
3.3 Develop a framework for making programs accessible	Project delayed until 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 readers’ advisory 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	Q4 2023	Q4 2024	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	138	128	-10	-8%
Staff Attending Training/Conferences	147	184	37	20%

### Facilitation Follow-up

In November, supervisors and managers continued their work with facilitator Khari Wendell McClelland in the first of six community of practice sessions to review and reinforce tools that encourage inclusive dialogue and strategies to guide challenging conversations. This training contributes to BPL’s anti-racism commitment to train supervisors on managing conflict and facilitating difficult conversations. Khari is also providing one-to-one support to any supervisors who have specific situations to discuss or who learn more effectively in a one-to-one environment rather than in a group setting. This work is funded by the BPL Endowment Fund.

### Library Leadership Program

Two BPL staff – Public Service Supervisor Vicky Woo and Human Resources Manager Maria Han – are taking part in the LLEAD Library Leadership program. This quarter, Vicky and Maria attended a week-long intensive with more than 20 colleagues and 10 instructors and learning guides. Their learning continues into 2025 with virtual classes, ongoing coaching and peer support. Vicky and Maria also have organizational support to complete a project that benefits BPL.

### Metrotown Challenges

This year has proved challenging for Metrotown public service staff. Our foot traffic rebounded after the conclusion of the renovation. The monthly free printing allowance has attracted many new library patrons and resulted in line-ups at scanners and printers. Saturdays and Sundays are very busy, and it is difficult to clear the library at closing. Additionally, staff have responded to many disruptive behaviour incidents. Of the 332

incidents logged in the Bans log in 2024, there were 206 entered by Metrotown public service staff. Overall, staff have adapted and developed coping and teamwork strategies to manage the increased workload and behaviour incidents, but more training and support is needed. The incident response training planned for 2025 and actionable items coming out of the Violence Risk Assessment will increase staff confidence in their own skills and in the support they receive from the organization.

### Help in Korean

I was helping a patron with a tech question and as we were trying to figure out the issue, Info Clerk Jeannie recognized that the patron spoke Korean. She started speaking in Korean to the patron, and the patron gasped and covered her mouth. She looked so excited! She was surprised and grateful to be able to switch into Korean to work through the tech issue. In fact, she was the second patron Jeannie helped in Korean within the span of an hour, and both of them ended their interactions by asking her, “Do you work here every day?” I thought it was a great testimony to the benefit of having staff who speak the languages of the community. It was amazing witnessing her reaction to Jeannie switching into Korean.

### Children and Teen Services Conference

Three Children’s and Teen Librarians attended the Children’s and Teen Services conference in Kelowna where they watched two excellent presentations by keynote speaker Robin Stevenson: "Challenged Books: Speaking up for Young People and their Right to Read" and "Safe Harbour: How Libraries Can Support 2SLGBTQ+ Youth and Families". Both presentations provided a wealth of information about this tough topic, with excellent sources, a manageable way to engage with the topics, and most importantly, practical and important things that libraries and library staff can do to support authors, readers and the whole 2SLGBTQ+ community. Other topics included how to create engaging community art projects in libraries, and excellent examples of passive programming.

Operating Plan Project Updates	
Project	Update
4.1 Complete the incident response project	Final report is complete and shared with staff. Implementation is underway, in tandem with recommendations from the Violence Risk Assessment Report.
4.2 Review and revise the intellectual freedom policy	Board approved revised policy in December 2024.
4.3 Increase and operationalize staff learning on Indigenous topics	Indigenous Initiatives Working Group has identified a consultant and plans to offer Indigenous awareness training for all staff in 2025.
4.4 Implement anti-racism commitments	Anti-bias hiring training was scheduled for January 2025, but has been rescheduled to April due to consultant commitments.
4.5 Implement online time entry	Begin 2025

4.6 Review and update BPL's performance management program	Project delayed until 2026.
4.7 Create more opportunities for staff input and communication	In Q4, the staff working group facilitated 13 in-person staff sessions and received 75 survey responses. The working group will analyze the 109 pages of feedback received in Q1 2025.
4.8 Find additional ways to support staff mental health	Project was delayed and will begin in 2025.
4.9 Implement privacy audit recommendations	Initial planning and prioritization for this project is underway. This is a multi-year project scheduled for completion in 2026.

## Comments and suggestions from patrons

I am sharing the link to the article below with the deepest gratitude for all your heartfelt work in Burnaby public libraries, and for our partnership, that only gets stronger year after year. THANK YOU!

[10,000 miles from the Taliban, Afghan women unsilenced at Burnaby public library](#)

*Community partner*

I had a teen girl the other day who was deaf and she expressly asked me for "deaf comics". I thought for sure I was going to come up with nothing, but we had a series with a handful of books that were exactly that, comic with a deaf main character. She was pretty happy.

*Staff feedback to collections team*

I am writing to express my heartfelt appreciation for your efforts in providing such a fantastic collection of Chinese books at the Burnaby Library. These books have been invaluable in helping parents like me learn and grow. Being a parent is never easy, especially in a country where we speak English as a second language. Raising a child is a long-term commitment that requires a great deal of knowledge and guidance. Access to such well-curated books allows us to learn from experts and continuously improve our parenting skills. I feel truly blessed that Burnaby Library offers such a rich inventory of Chinese books tailored to the needs of parents. Every time I search for a Chinese book and find it available, it feels like receiving the most precious gift. Thank you for supporting families like mine and for making such a positive difference in our lives. Your work is deeply appreciated!

*Email from patron*

On behalf of the Burnaby Interagency Council (BIAC) and the Burnaby Community Action Team (BCAT), we would like to extend our heartfelt gratitude for the Burnaby Public Library's continuous efforts and support to make our recent BIAC Professional

Development Workshop: Growing Together Out of Stigma on November 22nd, 2024 a success. We sincerely appreciate your help for providing us with the space at the Tommy Douglas space, for your kind help with the Peers' honoraria (which all Peers also acknowledge and are all truly grateful for), and for your team's amazing support for us on the event day.

*Community partner*

I love it when I'm notified by email when items are renewed, due or holds are ready to pick up! Also I love unlimited holds! So easy to get a book you want, even from other B.C. libraries! The "For later" option is perfect for reminding me of books I'd like to read in the future. Well done!

*Online comment from patron*

I must say, my library card is one of the most IMPORTANT cards in my wallet. Burnaby Public Library is the best!

*Email from patron*

Getting delivery from the library is like Christmas 12 times a year!

*Home Library & Accessible Services patron*

We cannot thank you all enough for your services. Reading has always been important to our mom and your service has allowed her to continue to pursue her passions. We are deeply grateful ♡.

*Home Library & Accessible Services patron*

I would like to share my appreciation and gratitude towards the wonderful staff and librarians at this facility. Not only they have been very warm and welcoming, they are also very kind. I was at the beach yesterday and someone decided to steal my clothes along with the book that I had borrowed from this library. I went to the library today to express my concern about my situation, and they were very empathetic and offered to waive the fee. It wasn't about the money it was more about doing a little polite deed to make me feel better.

*McGill patron*

Thank you for providing free \$5 monthly printing. Has been tremendous help & hope to see this program continue to bless the community.

*McGill patron*

My wife, my two-year-old daughter, and I visit the library almost daily, as it is conveniently located next to our daycare. We genuinely appreciate the services offered and the welcoming environment. However, we have increasingly noticed individuals, struggling with drug addiction, either passed out inside the library, in the washrooms, or near the playground area. Please understand that I am not trying to pass judgment on anyone facing mental health or addiction challenges. However, this behavior, particularly in the presence of young children, creates an unhealthy and dangerous environment. My concern is primarily for my daughter, as seeing such behavior actually normalize drug use

in society and impact the young, impressionable mind. It is important to consider that society offers various resources for those struggling with addiction, BUT the safety and well-being of young children should take precedence.

*Metrotown patron*

This is the first time I met somebody that speaks my own language (Spanish). I don't meet very many Spanish speaking people. You made this possible in the conversation circle program today. I feel very happy.

*English conversation circle patron*

I love that the library is here. It's the perfect venue and makes so much sense and so easy to access.

*Overheard in the Lougheed Mall elevator*

You have a great team at the Cameron library. We visited this weekend and everyone was so kind to my son.

*Cameron patron*

I moved to this part of Burnaby a year and a half ago, and this library and its staff have been my favourite memories. You are all so welcoming, warm, and helpful, and make this such a safe haven for me to come to.

*Tommy Douglas patron*

You guys are amazing, you settle my nervous system. The staff are so helpful, and put extra time and care in giving instructions. You're so patient and, kind and friendly. I love coming here, makes me feel so hopeful about life, people and the universe! Thank you for creating such a wonderful, peaceful atmosphere

*Tommy Douglas patron*

Thank you to the custodian who cleans the bathrooms.

*Tommy Douglas patron*

I love this library, is always so clean and staff is super friendly; also loved that you guys have a huge Spanish collection. I always struggle to find books in Spanish. Keep up the amazing work.

*Tommy Douglas patron*

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** STRATEGIC PLAN STAFF COMMUNICATION

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**RECOMMENDATION:**

**THAT** the Library Board receive this report for information.

**REPORT**

The BPL Strategic Plan 2024-2027 was developed by the BPL Board with input from community, trustees and staff. This report outlines some of the ways that the Strategic Plan informs the work of staff.

During recruitment

- Candidates for certain positions, particularly supervisory and librarian positions, are expected to demonstrate awareness of the Strategic Plan in their interview answers.
- Interview questions, particularly for supervisory and librarian positions, often reference aspects of the strategic plan. In particular, candidates may be asked about how they have incorporated library values such as equity, diversity, inclusion and accessibility into their work, or how they prioritize work based on strategic plan goals.

During onboarding

- All new hires meet with the Chief Librarian and two Directors to get an overview of BPL. This includes information about the BPL Strategic Plan, goals and values.

In library branches and departments

- Library branches and departments display a 1-page visual of the Strategic Plan in staff areas.

On the library staff intranet



- The Strategic Plan is prominently accessible on the library staff intranet, as is the operating plan. There are dedicated pages for key projects (grouped by strategic priority), invitations to staff to participate on project teams or provide input in other ways, and updates by project leads. Project teams include staff from different roles and departments to help raise awareness of priorities and projects across staff groups and locations.

#### Developing the operating plan

- In late 2023 and early 2024, staff were invited, through in-person meetings and online input, to share ideas for projects and priorities under each of the priorities and goals of the Strategic Plan. These ideas were then summarized for senior staff and used to develop the 2024-2027 Operating Plan. The Operating Plan is also shared during onboarding, and displayed in library branches.

#### As a lens in developing services and programs

- Children, Teen and Adult librarians develop programs and other services using many lenses, including community needs and strategic plan goals.
- Ideas from these librarians and other staff are evaluated through the lens of strategic plan goals and values.

#### As an input in developing team and individual goals

- When teams and individual staff work with their supervisor to set goals, some teams and individuals use the goals and values of the strategic plan as one input in developing these team and individual goals.

#### In reporting on activities to the Library Board

- Staff report on activities each quarter under one of the four broad priorities of the Strategic Plan. These stories are then collected and shared with the Board in the quarterly reports.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** DIRECTOR, COLLECTIONS & TECHNOLOGY  
BURNABY PUBLIC LIBRARY

**DATE:** JANUARY 16, 2025

**SUBJECT:** REQUESTS FOR RECONSIDERATION

**RECOMMENDATION:**

**THAT** the Library Board receive this report for information.

**REPORT**

BPL’s [Collection Policy](#) recognizes the right of an individual or group to make a complaint about the inclusion of material in the library’s collection. Individuals or groups objecting to material in the collection are asked to complete a written request for reconsideration of the material. Library staff review the request and make decisions in accordance with the Collection Policy.

The Collection Policy also states that an annual report on requests for reconsideration is provided to the board.

BPL received one written request for reconsideration in 2024:

Title	Creator	Collection	Issue/concern	Action requested	Action taken
Zola	Dir. Janicza Bravo	DVD film	Explicit sexual content, racism, graphic violence and promotion of sex work.	Restrict access	Retained/ no change

BPL received three written requests for reconsideration in 2023:

Title	Creator	Collection	Issue/concern	Action requested	Action taken
Dispatches from the Vaccine Wars	Written by Christopher A. Shaw	Adult non-fiction	Pseudoscience and conspiratorial theorizing	Remove	Retained
Killer Joe	Dir. By William Friedkin	DVD film	Pornographic scenes	Remove	Retained
Peaceful Fights for Equal Rights	Written by Rob Sanders / illus. by Jared Andrew Schorr	Children's advanced picture book	Misrepresentation of Muslim people	Remove	Retained

Typically, the library receives between one and three written requests for reconsideration each year.

At the December 2024 Board meeting, trustees expressed interest in an annual review of intellectual freedom for continued awareness of changes in the landscape. A more comprehensive review of intellectual freedom will accompany this report beginning January 2026.

Trish Mau  
 DIRECTOR, COLLECTIONS & TECHNOLOGY  
 BURNABY PUBLIC LIBRARY