



BPL Board Agenda

Regular Meeting

Date Thursday, February 20, 2025
Time 6:00pm
Location Boardroom
 Bob Prittie Metrotown Branch
 6100 Willingdon Avenue

Chair Caroline White

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 Motion to receive Agenda.		
2. Minutes		
2.1 Motion to adopt the minutes of the regular meeting held January 17, 2025 as circulated.		
3. Delegation		
3.1 Sofia Aman - Public safety and strategies to support marginalized patrons	10 min	
4. Presentation		
4.1 studioHuB Architects – BPL Facilities Strategic Plan	30 min	
5. Reports	10 min	
5.1 Board Chair (verbal)		
5.2 Council Liaison (verbal)		
5.3 InterLINK Representative (verbal)		
6. Items for Decision		
6.1 Election of Officers	10 min	3 - 4
6.2 2024 Provincial Grants Report	10 min	5 - 12

- 7. Items for Information
 - 7.1 2024 Annual Statistical Snapshot 10 min 13 - 20
 - 7.2 Operating Plan 2025 10 min 21 - 25
- 8. Other Business
- 9. Next Library Board Meeting
 - April 17, 2025 at 6:00pm at the Tommy Douglas Branch
- 10. Adjournment
 - 10.1 **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 a patron ban, budget updates and the Chief Librarian Performance Review.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: FEBRUARY 20, 2025

SUBJECT: ELECTION OF OFFICERS

RECOMMENDATION:

THAT the Library Board appoint a Chair and members of the Finance Committee.

THAT the Library Board appoint a Chair and members of the Personnel Committee.

REPORT

At the January 2025 Library Board meeting, trustees elected co-chairs, InterLINK representatives, and members of the Picard Trust Committee. At the February meeting, trustees will elect a Chair and members of the Finance and Personnel Committees. This report provides background information on the roles. Trustees are encouraged to bring questions about the roles to the meeting.

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



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: FEBRUARY 20, 2025

SUBJECT: 2024 PROVINCIAL GRANTS REPORT

RECOMMENDATION:

THAT the Library Board endorse the 2024 Provincial Grants Report.

REPORT

Each year, the Burnaby Public Library receives grants from the Province of British Columbia, through the Public Libraries Branch of the Ministry of Housing and Municipal Affairs. In 2024, these grants amounted to \$535891.92, including an additional one-time library enhancement grant of \$40,136.62.

One of the conditions of receiving these grants is that BPL must submit an annual Provincial Library Grants Report, and that this report be endorsed by the Library Board. The information we provide in the grants report is used in part to demonstrate the value of public funds in relation to the priorities of the provincial government and to provide information which will be used towards the Libraries Branch Annual Report. The BPL 2024 Provincial Grants Report is attached.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Burnaby Public Library

2024 Provincial Public Library Grant Report

Note that the content of the report below is unformatted, as the 2024 grant is submitted via an online survey.

Library and Community Profile

Provide a brief description of your library and the community it serves (e.g., demographics, local economy, governmental relations, historical context, current issues, etc.)

Burnaby is located on the ancestral and unceded homelands of the Skwxwú7mesh and hən̓q̓əmin̓əm̓ speaking people. Burnaby is a racially diverse community within a rapidly growing metropolitan area: Burnaby's population increased by 7% from 2016 to 2021, and 249,125 people now call Burnaby home. From 2016 to 2021, Burnaby's senior population grew by 16%. More Burnaby residents are immigrants than are non-immigrants:

- In 2021, just over 50% of Burnaby residents were immigrants;
- 13.3% of Burnaby's population immigrated to Canada during the previous 10 years;
- A majority of Burnaby residents (57.8%) have a mother tongue other than English, and 37.9% most often spoke a language other than English or French at home.

Burnaby Public Library's vision is a caring, curious and connected community. Our mission is to create inclusive spaces where people can gather, learn and play.

BPL's four library branches offer books, magazines, DVDs, audiobooks and other materials in a dozen different languages. Through www.bpl.bc.ca, Burnaby residents can download free e-books and audiobooks, stream independent films and music, and access online magazines and newspapers.

BPL's branches are important public spaces, meeting places and centres for discovery and dialogue. We provide access to computers and Wi-Fi, and our expert staff help people access the information that they need for work and study, and to navigate essential services online. Library staff work outside our branches too. The Home Library and Accessible Service Department provides personalized service and delivery of library materials to patrons who are unable to come to our branches due to health reasons or a physical disability; we visit private residences, care facilities, assisted living spaces and other institutions, and through services such as NNELS and CELA offer materials in alternative formats to clients who are print-disabled.

BPL is a key partner at various community tables, including the Burnaby Intercultural Planning Table, the Burnaby Interagency Council, and the Burnaby Primary Care Network. BPL prioritizes work in the community. Our staff includes four full-time community librarians who focus on serving adult residents who experience barriers to library service, and our four teen and five children's librarians also spend a significant amount of their time directly connecting with community members outside the library.

In 2022, BPL developed anti-racism commitments arising from an external anti-racism climate audit conducted in 2021. BPL has created two library school scholarships for staff or Burnaby residents who are Indigenous, Black or a person of colour, and a preferential hiring program under the Human Rights Commission Special Program to address lack of racial diversity at the manager and director level.

2024 Year in Review

Highlight activities and accomplishments that the library has focused on this year. Briefly outline how library funding (local, provincial, annual, one-time/targeted) has been used or earmarked for library services and/or special initiatives to meet community needs. Use the Featured Initiatives section starting on the next page to go into more detail on specific projects.

In 2024 we expanded hours open, extending Sunday hours at all four library branches to 10am to 6pm (from 12pm to 5pm). This expansion was made possible by one-time provincial funding in 2024 and 2025. We are working to find funding to maintain these hours in 2026 and beyond.

In preparation for the construction of the new Cameron Community Centre and Library, we relocated our Cameron branch to a temporary space in the Lougheed Mall. Although temporary, this new space is airy, welcoming and includes spaces such as a children's play area and a dedicated teen space that were absent in the former branch. The new Cameron branch will be more than 20,000 sq ft and is scheduled to open in early 2028.

In 2024, the BPL Board began a review of the BPL intellectual freedom policy. Inspired by robust discussions during the development of the 2024-2027 Strategic Plan, and led by librarian Cristina Freire, the review included research into other libraries' approaches, extensive consultation with staff, and further discussions at board meetings in 2024. The revised policy was passed in December 2024.

In 2024, BPL expanded our provision of programs for families in languages other than English. Offerings now include Tigrinya, Japanese, Korean, Cantonese, Portuguese, and Spanish. Some programs are delivered by BPL staff fluent in these languages, and others in partnership with local organizations. In September, BPL began a project to develop a strategy

for services in languages other than English. Recommendations from this project will be forthcoming in spring 2025 and will inform the library's work in 2025 and beyond.

BPL, like many libraries and other public spaces, is experiencing an increase in security and other incidents in the library. We are working to improve training, documentation, debriefing and other tools so that staff feel more confident and supported in addressing incidents.

Featured Initiatives

Use this section to provide detail on up to four significant initiatives the library has undertaken in the past year, focusing particularly on use of the Enhancement Grants

1. Expand Sunday Hours

Summary: Provincial Enhancement Grants were used to increase Sunday opening hours at all library branches. BPL branches expanded Sunday hours to 10am to 6pm in April 2024. (Previous hours were 12pm to 5pm).

Timeline and Progress Report: Sunday hours were extended in April 2024.

Budgetary Information: The expansion of Sunday hours is fully funded by the Enhancement Grants in 2024 and 2025. Should further provincial funding not be forthcoming, BPL will work with the City of Burnaby to look for funding to maintain the increased hours.

Rationale: Public libraries provide free indoor public space that's of critical importance to community members, including people with limited or no other options for computer access, Wi-Fi, study space and shelter. Provincial enhancement funding will enable BPL to meet a longstanding need to increase hours on Sundays to meet community demand.

Impacts: Expansion of hours on Sundays has increased services to families, vulnerable residents and all Burnaby community members. BPL has heard demand for increased hours and services on Sundays from students, seniors, jobseekers, newcomers, and others.

2. Open Temporary Cameron Branch

Summary: In preparation for the construction of the new Cameron Community Centre and Library, we relocated our Cameron branch to a temporary space in the Lougheed Mall. The new space opened in March 2024. Although temporary, this new space is airy, welcoming and includes spaces such as a children's play area and a dedicated teen space that were absent in the former branch.

Timeline and Progress Report: The temporary Cameron library opened in March 2024. The new Cameron branch will be more than 20,000 sq ft and is scheduled to open in early 2028.

Budgetary information: Capital and operating costs of the temporary and permanent new facilities are fully funded by the City of Burnaby.

Rationale: The old Cameron library was BPL's smallest at 5000 sq ft and was inadequate for the needs of the south east quadrant of Burnaby. The new facility will be more than four times the space of the old location and will include multiple meeting rooms, creation spaces, a storytelling area that can be used for Indigenous programming, and a sensory room. Although temporary, the new space is airy, welcoming and includes spaces such as a children's play area and a dedicated teen space that were absent in the former branch.

Impacts: In the first six months of operation, the library experienced the following changes over the same period in 2023:

- a 45% increase in visitors
- a 100% increase in new library cards
- increases in circulation, computer use and patron questions

Opening a location in the Lougheed Mall has enabled BPL to reach a new demographic, and experiment with a new partnership model that can help inform future facilities planning.

3. Intellectual Freedom Policy Review

Summary: In 2024, the BPL Board began a review of the BPL intellectual freedom policy. Inspired by robust discussions during the development of the 2024-2027 Strategic Plan, and led by librarian Cristina Freire, the review included research into other libraries' approaches, extensive consultation with staff, and further discussions at board meetings in 2024. The revised policy was passed in December 2024.

Timeline and Progress Report: Work to review the Intellectual Freedom Policy began in early 2024 as part of librarian Cristina Freire's LLEAD project. The Board received and discussed information at board meetings in April, June and September 2024, and approved the revised policy in December.

The review involved extensive staff consultation. 108 staff members participated in in-person group and one-on-one sessions, and 22 staff filled out an online survey.

Policy changes included a plain language rewrite, a renewed commitment to intellectual freedom, statements about an individual's right to uncensored information, that library users will find offensive ideas and information in the library, that the presence of ideas or information does not mean library endorsement, and that staff can help patrons find credible information. The board also added a statement that patrons using meeting rooms must follow the library's Code of Conduct.

Budgetary information: Work was done within BPL's operating budget, with some money set aside to replace the staff member doing the policy review work.

Rationale: The BPL Board reviews policies on a regular basis. In developing the BPL 2024-2027 Strategic Plan, trustees engaged in robust discussions about intellectual freedom, and in particular about how intellectual freedom supports, contradicts and is supported by other library values, including equity, diversity, inclusion and accessibility, and Reconciliation, Indigenization and decolonization.

Impacts: The library's intellectual freedom policy is clearer and more easily understandable to patrons. Staff are more comfortable and confident explaining the intellectual freedom policy, and in addressing questions and concerns from patrons. Staff have clearer guidance in making decisions around collections, meeting room space and other library services.

4. Programs for Families in Languages other than English

Summary: In 2024, BPL expanded our provision of programs for families in languages other than English. Offerings now include Tigrinya, Japanese, Korean, Cantonese, Portuguese, and Spanish. Some programs are delivered by BPL staff fluent in these languages, and others in partnership with local organizations.

Timeline and Progress Report: BPL is currently delivering storytimes and other family programs in multiple languages, including Tigrinya, Japanese, Korean, Cantonese, Portuguese, and Spanish. Many of these programs are ongoing. In September, BPL began a project to develop a strategy for services in languages other than English. Recommendations from this project will be forthcoming in spring 2025 and will inform the library's work in 2025 and beyond.

Budgetary Information: Program delivery is being done within the library's operating budget using existing staff with language fluency, and/or community partners.

Rationale: Residents of Burnaby speak more than 120 languages. According to the 2021 census, the majority of Burnaby residents (57.8%) have a mother tongue other than English, and 37.9% most often spoke a language other than English or French at home.

BPL librarians have extensive connections with community organizations, including immigrant settlement agencies and the school district. Through these connections, we learn about emerging needs for language support, particularly for communities that are new to Canada and Burnaby, and may lack existing settlement resources and library collection resources.

Impacts: Increased availability of programs and other services in a resident's preferred language makes the library a more inclusive, welcoming and relevant space for newcomers

and others who speak languages other than English. Attendance at family programs has been high and consistent, and feedback from the community has been extremely positive.

Challenges

The following topics have been identified as recurrent themes in prior years' PLGRs, along with challenges that have surfaced throughout the current year. Select the level of concern each challenge presents for your library.

Financial pressure: high concern

Financial pressures due to rising staffing and other costs, and council desire to keep property taxes low, will significantly impact BPL's capital and operating budget in 2025. The library will identify priority services, advocate for the importance of funding with all levels of government, and develop contingency measures for unfunded priorities.

Governance: not a concern

Emergency response (eg fires, floods, extreme weather): moderate concern

Extreme heat and extreme cold impact vulnerable residents disproportionately. BPL partners with city and community partners to provide information about services, respite from extreme weather, and support for emergency shelters.

Staffing: moderate concern

BPL's staff is aging, which results in increased retirements and increased materials handling injuries. BPL's approach to succession planning includes training, shadowing and acting opportunities, and our approach to materials handling includes introduction of technological solutions like Automated Materials Handling systems, and increased awareness and education in partnership with the Occupational Health & Safety Committee.

Connectivity: moderate concern

Burnaby residents face access and affordability challenges in accessing technology, including devices and home internet. BPL lends WiFi hotspots both to individuals and to community organizations to address this challenge.

Infrastructure/facilities: moderate concern

Changes to provincial legislation has reduced the City of Burnaby's ability to use development money to fund new and renovated facilities. In 2024, BPL hired a consultant to develop a long-range strategic facilities plan which will identify and prioritize opportunities for new and renovated library spaces, looking at creative solutions like co-location and smaller spaces.

Community access to the library: moderate concern

BPL branches are easily accessible by public transit. BPL is working with InterLINK and SPARC BC on accessibility audits, which include an audit of BPL physical spaces.

Disappearing services in the community: moderate concern

BPL staff continue to take up the slack of information and services no longer being readily available to community members. This includes health services, language support, and settlement support. BPL staff are trained to help with basic information, but service and information gaps are still significant.

Public health: low concern

Regulatory impacts: moderate concern

BPL is a medium-large public library, but even so we lack specialized staff to address increasingly complex regulatory impacts under accessibility, privacy, employment standards and worksafe legislation. Keeping up with changes is challenging.

Vulnerable communities: high concern

BPL strives to be a welcoming space for all. We know that not all vulnerable community members feel welcome in the library, and that the presence of challenging or different behaviours can lead to patron complaints and to conflict.

BPL experienced a significant increase in issues of verbal aggression in 2024, particularly in the Metrotown branch. Many of these incidents seem to involve patrons facing multiple barriers and health concerns, including mental health and substance use. In response to an internal project on addressing incidents, and a worksafe inspection order in July, BPL engaged a consultant to conduct a Violence Risk Assessment study. A staff team are currently working on implementing recommendations from the Violence Risk Assessment report.

Sociopolitical tensions: high concern

Staff report increased incidents of racism and homophobia. Implementing BPL's anti-racism commitments includes work to create safer spaces for staff who are Indigenous, Black or people of colour, and to put in place practices to address incidents of racial harm and other discrimination.

BPL implemented a revised Intellectual Freedom Policy in December 2024. Both Board and staff are confident in the new policy, but remain concerned about targeted attempts to curtail intellectual freedom.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: FEBRUARY 20, 2025

SUBJECT: 2024 ANNUAL STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

SUMMARY

This year's statistical snapshot illustrates changes and trends in the use of library services and activities in 2024 in a year-over-year comparison. Highlights from this year's statistics include:

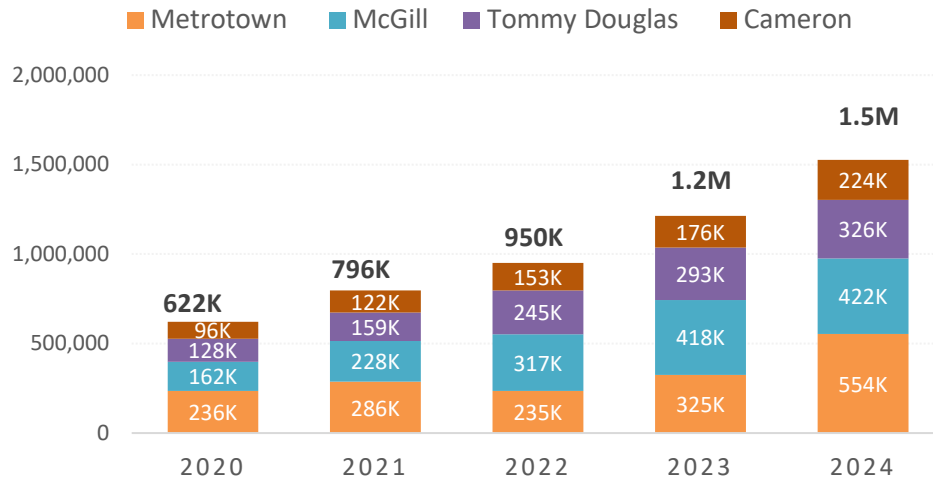
- A continued upward trend in library visits. This year, there were 1.5 million visits to BPL branches, up 30% from the previous year. Much of this can be attributed to Metrotown being fully opened all year, compared to the branch being only partially open for much of 2023.
- BPL is approaching pre-pandemic 2019 levels in several statistical categories, including HLAS patrons served and computer sessions.
- In a few statistical areas, BPL has surpassed pre-pandemic 2019 levels. These include digital visits, new members, digital collections, and streaming content.

Heidi Schiller
DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

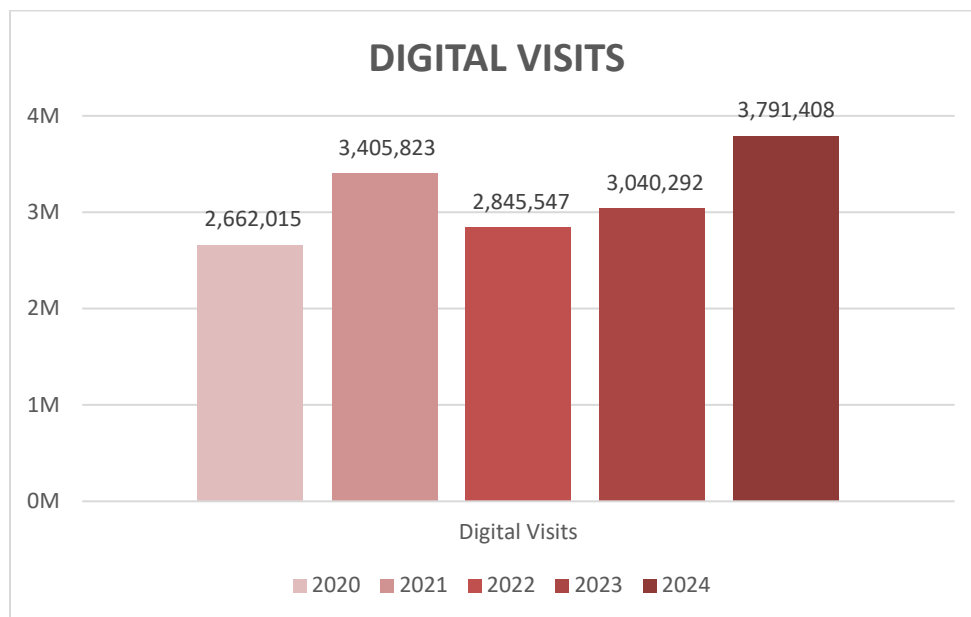
2024 Statistical Snapshot

Library Visits

BRANCH VISITS



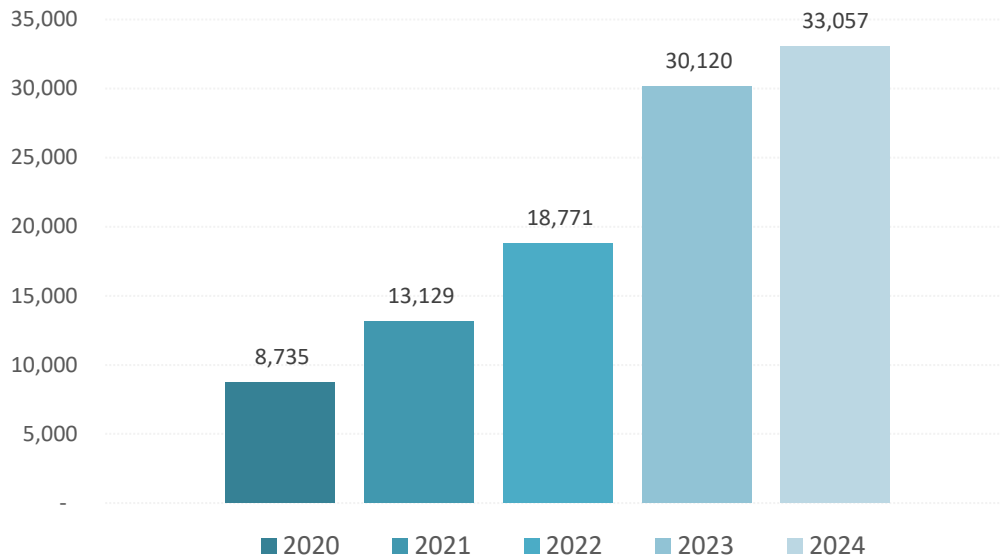
In-person visits to library locations increased by **30%** to 1,526,289 in 2024. For comparison, there were 1.8 million visits in 2019.



Digital visits to the Library’s website and catalogue increased by **25%** from 2023 to 2024. For comparison, in 2019 there were 2.5 million visits to the website and catalogue.

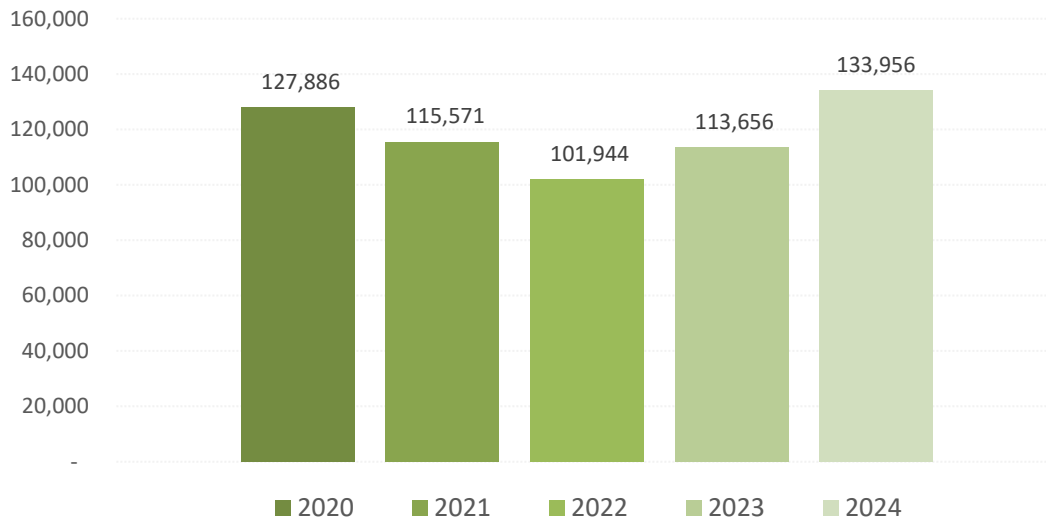
Members

LIBRARY CARD SIGN UPS



In 2024, BPL added 33,057 new members – a **10%** increase over 2023. In 2019, BPL gained 23,037 new members.

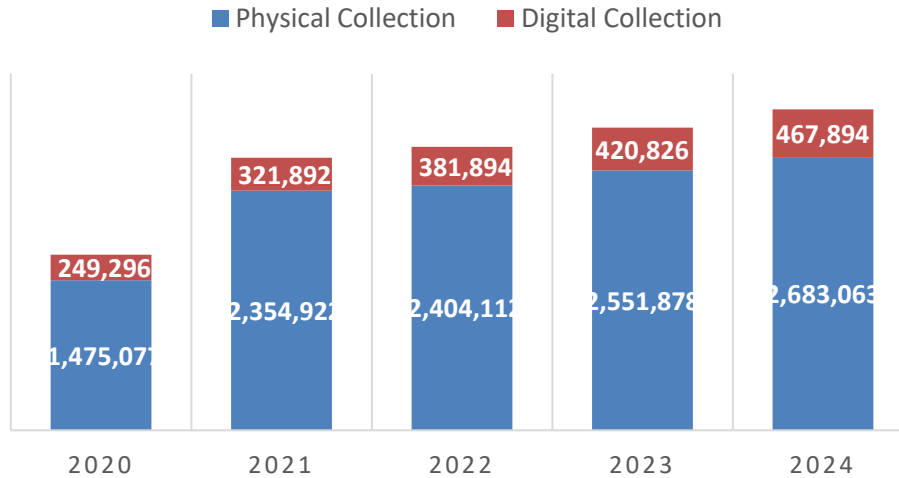
ACTIVE CARDHOLDERS



Active cardholders are patrons who have either borrowed an item or used the Library’s digital resources within the past three years. In 2024, BPL had 133,956 active members – an **18%** increase over 2023. Data for active members in 2019 was not tracked.

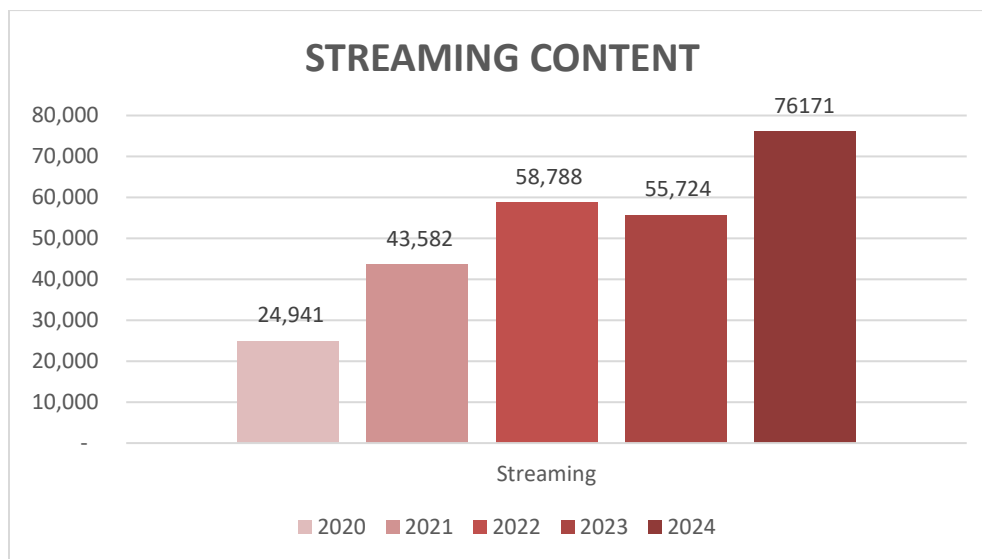
Circulation

ITEMS BORROWED



Circulation of physical materials continued to moderately increase by **5%** with 2,683,063 items in 2024 compared to 2,551,878 items in 2023. In 2019, BPL circulated 2,992,935 physical items.

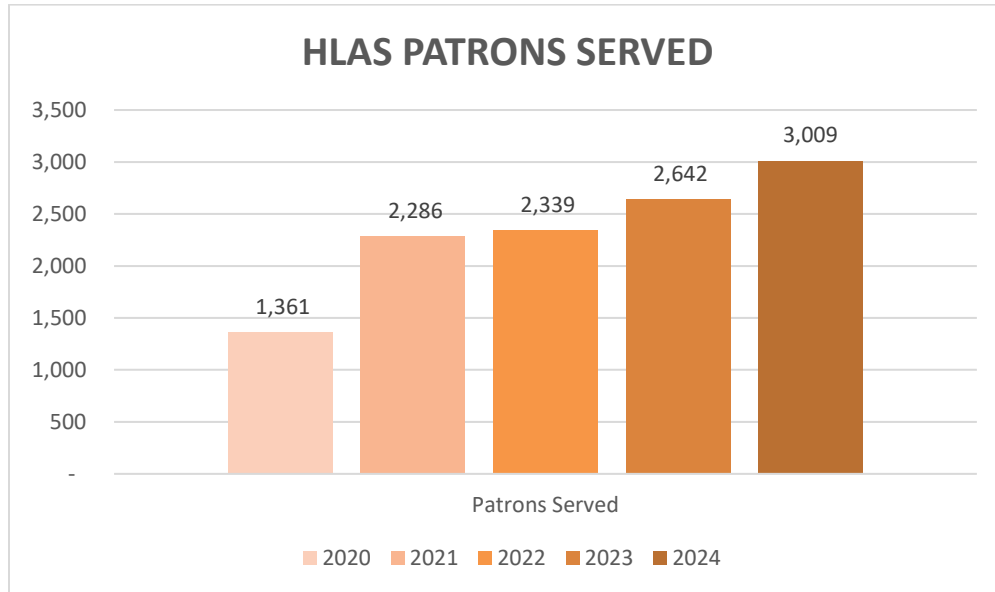
Use of BPL’s digital collections continued to grow. Overall, the Library circulated 312,213 e-Books in 2024 compared to 288,738 in 2023 – an **8%** increase. Meanwhile, 153,657 e-Audiobooks were checked out compared to 132,088 in 2023 – a **16%** increase. In 2019, BPL circulated 66,479 e-Books and 40,915 e-Audiobooks.



Streaming content (music, movies, online learning videos) experienced a **27%** increase over 2023. For comparison, in 2019 the Library streamed 32,466 music, movies and

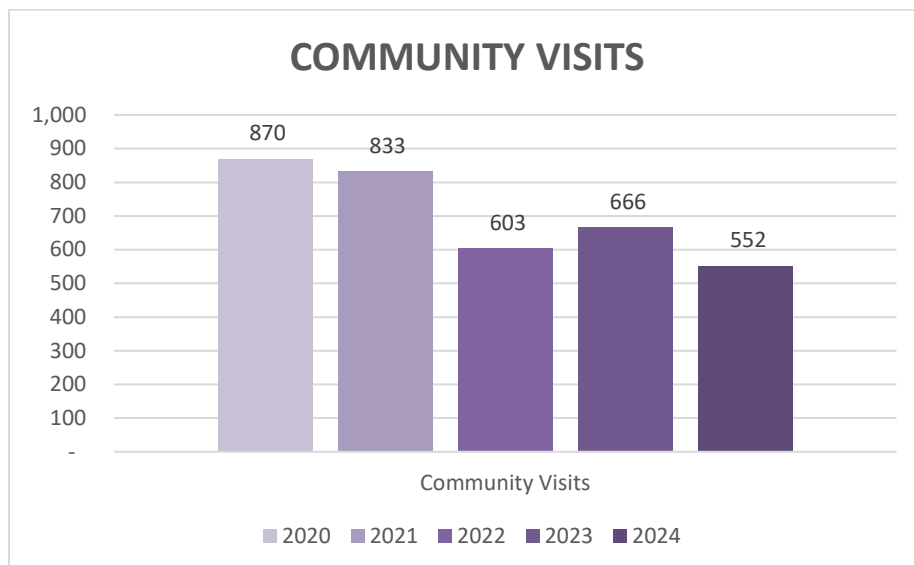
online learning videos. The increase in 2024 is likely due to a combination of factors: an increased use of Kanopy (up 34%) and LinkedIn Learning (up 26%), which may be related to the increase in new members.

Home Library and Accessible Services



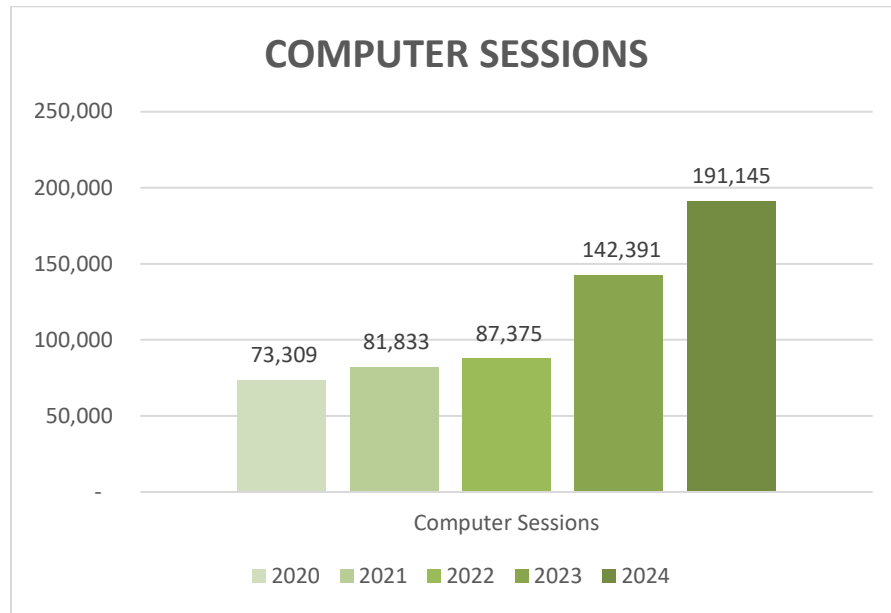
Home Library and Accessible Services (HLAS) made 3,009 visits in 2024 – a **12%** increase over 2023, while also increasing the number of patrons they served to **13%** compared to the prior year. This is almost as many HLAS patrons BPL served in 2019 (3,234).

Community Development



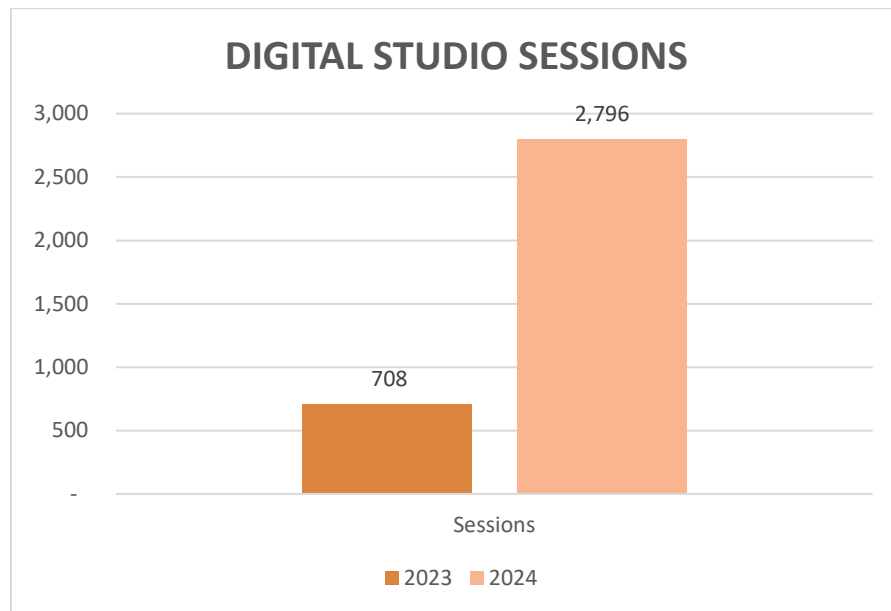
The Library made 552 community visits in 2024, a **17% decline** from 2023. For comparison, the Library made 618 visits in 2019.

Computer Use



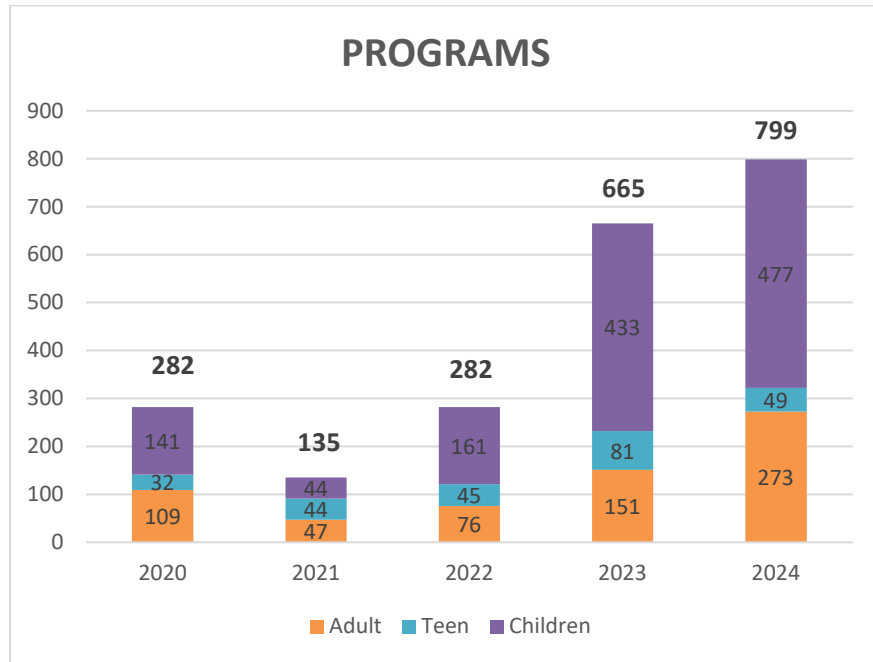
In 2024, computer use increased by 35%, from 142,391 sessions in 2023 to 191,145 sessions in 2024. This is almost as many computer sessions as BPL offered in 2019 (191,167).

Digital Studio Use



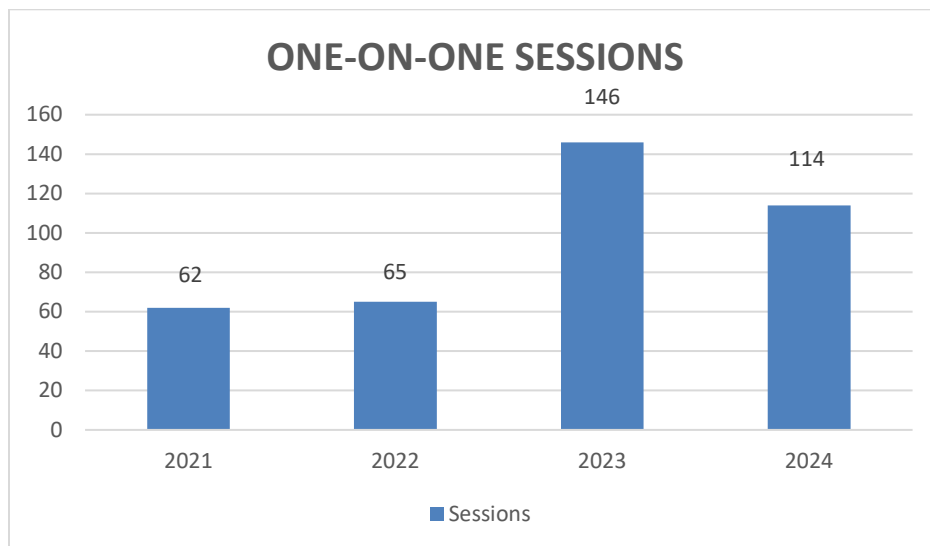
There were 2,796 sessions in the Digital Studio in 2024, a 295% increase over the previous year. 2024 was the first full year the Digital Studio was open. Sessions include any time a patron uses the Digital Studio’s equipment.

Library Programs



BPL offered 799 programs in 2024 – a **19%** year-over-year increase. For comparison, in 2019 BPL offered 1,194 programs.

One on One Sessions



The Library offered 114 one-on-one sessions in 2024 – a **22%** decrease from 2023. One-on-one sessions are offered to patrons who would like in-depth reference and information assistance. This service was not delivered until after 2019.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: FEBRUARY 20, 2025

SUBJECT: OPERATING PLAN 2025

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

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

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

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

In November 2024 and January 2025, supervisors reviewed progress on the 2024-2027 Operating Plan and recommended changes for 2025. The 2025 Operating Plan was developed by senior leadership based on these recommendations, and is attached for the Board's information.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Operating Plan 2025

Connect the Community

Project	Q1	Q2	Q3	Q4
<p>1.1 Develop a strategy for services in languages other than English BPL offers some services in languages other than English, but the library has not developed a comprehensive strategy nor consulted significantly with the community. This project will develop a multilingual services strategy through community consultation.</p>	←			
<p>1.2 Develop and implement harm reduction education and other services Implement recommendations from the pilot harm reduction project at Tommy Douglas (offering snacks, water and bus tickets to patrons in need).</p>	←			
<p>1.3 Introduce courtesy phones at library branches The removal of pay phones has left some community members without access to phone service. This project will begin with the installation of a courtesy phone at the temporary Cameron location in the Lougheed Mall, and extend to other libraries once the service at Cameron has been evaluated.</p>	←			→
<p>1.4 Develop and improve services and spaces for people with disabilities and neurodiversity This project will look at spaces, programs and services for people with disabilities and neurodiversity, and include both developing new services and spaces, and making existing services and spaces more inclusive.</p>	←			→

Create Welcoming & Innovative Spaces

Project	Q1	Q2	Q3	Q4
2.1 Develop a BPL Strategic Facility plan Develop a plan to identify renovation and expansion needs of current facilities, and community needs for new facilities.	←			
2.2 Renovate McGill Renovate the McGill lobby and staff area to install an automated materials handling system.	←			
2.3 Complete the Indigenous spaces project and implement recommendations Consult and collaborate with Indigenous communities to bring Indigenous design into library spaces. Consultation will take place in early 2025, and implementation will follow.	←			→
2.4 Build a new Cameron library Design of the new library at Cameron Park is complete, and construction began in mid-2024.	←			→
2.5 Create a plan to bring cultural and other celebrations to library spaces BPL spaces have the potential to celebrate Burnaby's diverse culture through events and displays, building on the success of the Diwali event at Metrotown in 2023. This project would identify key cultural and other celebrations that the library can showcase.				

Encourage Curiosity & Learning

Project	Q1	Q2	Q3	Q4
3.1 Pilot mobile self-checkout Pilot mobile self-checkout, enabling patrons to check out items using the BPL app on their mobile phones.	←			
3.2 Develop a readers' advisory strategy Develop a strategy that includes booklists and services that connect readers of all ages to collections in all formats and languages.	←			
3.3 Replace self-serve checkout machines Replace aging self-serve checkout machines.				→
3.4 Support and grow the Curiosity Collection Resource existing Curiosity Collection items, including loanable technology, develop a plan to introduce new items, and introduce new items.				
3.5 Develop programs that advance goals in the strategic plan Develop programs and other services that advance strategic plan goals under Encourage Curiosity & Learning	←			

Strengthen Organizational Culture

Project	Q1	Q2	Q3	Q4
4.1 Complete the incident response project and implement recommendations from the Violence Risk Assessment report Complete the project to revise and develop tools to support staff in addressing disruptive behaviours and responding to incidents.	←			
4.2 Create more opportunities for staff input and communication Work with staff to identify communication needs to increase input, engagement, agency and connection.	←			
4.3 Increase and operationalize staff learning on Indigenous topics Invest in externally-led staff learning on Indigenous topics in alignment with TRC Call to Action #57.	←			
4.4 Implement anti-racism commitments Complete the implementation of the 16 anti-racism commitments that BPL developed in 2022.	←			→
4.5 Improve documentation and coordination for public service circulation tasks Improve documentation, workflows, coordination and training for public service circulation tasks.	←			
4.6 Develop and deliver customer service training Develop and deliver customer service training for public-facing staff.				→
4.7 Review scope of the page role Work with staff and the union to review the work of library pages in the public service staffing model, and implement changes.				
4.8 Implement scheduling software Implement online scheduling software to improve efficiency and increase transparency.				