



BPL Board Agenda

Regular Meeting

Date Thursday, September 18, 2025
Time 6:00pm
Location Meeting Room
 Temporary Cameron Branch
 9855 Austin Ave #110, Burnaby, BC V3J 1N6

Chair Anna Lu

We respectfully acknowledge that Burnaby Public Library is located on the unceded territories of the [xʷməθkʷəy̓əm \(Musqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [səlilwətał \(Tsleil-Waututh\)](#), and [kwikwəḷəm \(Kwikwetlem\)](#) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city of Burnaby.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.

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 July 17, 2025 as circulated.		
3. Presentations		
3.1 Children's and Teen's Services	20 min	
4. Reports	10 min	
4.1 Board Chair (verbal)		
4.2 Council Liaison (verbal)		
4.3 InterLINK Representative (verbal)		
5. Items for Decision		
5.1 Facilities Strategic Plan	20 min	1 - 54
5.2 Library Champions	10 min	55 - 58
6. Items for Information		
6.1 Donations	10 min	59 - 61

AGENDA	TIME	PAGE NO.
6.2 Accessibility Update	10 min	62 - 63
7. Correspondence		
7.1 InterLINK Compensation	2 min	64
8. Other Business		
9. Next Library Board Meeting		
October 16, 2025 at 6:00pm at the Bob Prittie Metrotown 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 patron bans and updates on patron complaints.		

Pages 1 - 53 : Facilities Strategic Plan presentation unavailable due to the size of the file.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: SEPTEMBER 18, 2025

SUBJECT: FACILITIES STRATEGIC PLAN

RECOMMENDATION:

THAT The Library Board approve the Facilities Strategic Plan.

REPORT

The BPL 2024-2027 Strategic Plan includes a goal to *Provide additional BPL facilities and services to people across Burnaby*. In March 2024, the Library Board approved expenditures of up to \$50,000 from the BPL Endowment Fund to create a Facilities Master Plan. BPL issued a Call for Submissions in May 2024, and hired studioHuB architects in August 2024.

StudioHuB worked under the direction of the Manager of Finance & Facilities and the Chief Librarian to develop the Facilities Strategic Plan, which is attached to this report. The process included site visits inside and outside Burnaby, consultation with library staff, meetings with city staff, reviews of research, documents and previous community engagement, and consultation with the BPL Board. Burnaby's City Leadership team provided feedback on high level draft recommendations and alignment with City priorities.

The consultants presented the report to the City Council Committee of the Whole meeting on July 28. At that meeting, councillors asked questions about library square footage and number of branches compared to other municipalities, and shared feedback on library needs in particular areas of the city, particularly Brentwood and southeast Burnaby.

Should the BPL Board approve the plan, next steps are to work with city staff and Council to incorporate the plan's priorities into the City's civic buildings planning and capital plan.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: SEPTEMBER 18, 2025

SUBJECT: LIBRARY CHAMPIONS

RECOMMENDATION:

THAT The Library Board fund the Library Champions Program from the Library Endowment Fund at a cost of \$14,560 in 2025-2026 and \$14,880 in 2026-2027.

REPORT

At the July 2025 Board meeting, trustees asked about the potential of continuing the Library Champions program. This report outlines the history of NewToBC and the Library Champions program, the impact of federal government funding cuts in 2025, and recommends future funding of the program.

About NewToBC and Library Champions

[NewToBC](#) also plays a unique role in the library and settlement sectors, serving as a connector and information hub for public libraries, community agencies and BC communities as they welcome growing newcomer populations. Through NewToBC, newcomers to Canada connect with public libraries, essential settlement information, and service provider organizations in their communities. Until 2025, NewToBC was fully funded by the federal government, through Immigration, Refugees and Citizenship Canada (IRCC). NewToBC is administered by Public Libraries InterLINK (InterLINK).

The [Library Champions Project](#) (LCP) is a three-month volunteer program for newcomers to Canada, and was a core part of NewToBC. Through the project, newcomer Library Champions learn to conduct outreach to other newcomers in their communities. The LCP's training sessions focus on building communication, presentation, and outreach skills and on gaining an understanding of the range of programs, services, and resources that are provided by libraries and immigrant and community service agencies.

After the training sessions, Library Champions develop an outreach plan that is doable for them and fits their schedule. These plans include sharing information with friends, family, colleagues, and other community members, giving group presentations, speaking with community agencies, and using social media. LCP facilitators support the Library Champions with their outreach by helping them identify additional contacts and overcoming any challenges.

On average, each Library Champion shares information with more than 40 other newcomers. As of March 2025, more than 2,600 newcomers have been trained as Library Champions and these individuals have reached out to nearly 130,000 other newcomers.

Each Library Champions program is hosted by a municipal library (or a group of libraries). The programs with the most Library Champions have been in cities with a large newcomer population, in particular Burnaby, Vancouver, Coquitlam and Surrey.

Library Champions in Burnaby Public Library

BPL has been part of the Library Champions program since its inception in 2013. To date, BPL has hosted 28 LCP programs, with 320 Library Champions successfully completing the program. These Library Champions reached 13,958 other newcomers.

Each three-month program includes ten sessions which focus on introducing participants to library services, resources and programs, and on building participants' communication, presentation and outreach skills. The sessions are co-hosted by the Library Champions facilitator and a BPL librarian. Three of these sessions are hosted in-person at BPL and are organized, planned and coordinated by the BPL librarian. These sessions serve as important touchpoints to build trust, foster connections, and give participants firsthand experience of the library environment. They also provide participants with behind-the-scenes access to library spaces, and scavenger hunts as an enjoyable way for participants to familiarize themselves with the library.

Various BPL librarians have coordinated the Library Champions program since its inception. They all describe their experience as positive and rewarding. The most recent Library Champions BPL coordinator is Lucia Castillo, who estimates that she spends around 30 hours per cycle on the program.

Library Champions in 2025

In November 2024, IRCC informed InterLINK that funding for NewToBC would end in March 2025. Since the announcement, InterLINK has worked with the provincial government and with member libraries to explore ways of continuing NewToBC and the Library Champions program.

InterLINK has received bridge funding from the provincial government through to March 2027. Some of this funding is being used to update the NewToBC website, which contains valuable information for libraries, newcomers, and settlement sector workers. Due to the extent of the 2024-2025 IRCC cuts, much of the information on the website needed to be updated.

Most of the funding from the provincial government is being used to coordinate the Library Champions program. This funding includes funding a coordinator position and two Library

Champions facilitators. The funding does not cover individual Library Champions programs at various libraries.

Between 2014 and 2025, NewToBC was a federally-funded settlement program. As such, only eligible clients were able to participate. In the new library-funded model, all interested newcomers are welcome to participate in the project, including refugee claimants and undocumented migrants.

The cost to a member library to run an individual Library Champions program is \$14,560 in 2025-2026 and \$14,880 in 2026-2027. Six libraries have signed up to host Library Champions programs: Surrey Libraries and Richmond Public Library are hosting two programs per year, Fraser Valley Regional Library is hosting one program per year, and the three North Shore libraries are together hosting one program per year.

Surrey Libraries hosted a Library Champions program in spring 2025. 27 people completed the program (compared to a pre-2025 average of 14 Library Champions). Due to the broadening of eligibility criteria, NewToBC gathered data on the immigration status of Library Champions for the first time. While the majority of participants are permanent residents, some participants are in Canada as temporary residents on work and study permits and through the Canada-Ukraine Authorization for Emergency Travel (CUAET). Surrey Libraries also included additional questions that will help the library improve services to newcomers, including identifying barriers and ideas for attracting more newcomers to the library.

Future of Library Champions in Burnaby

In late 2024, the Chief Librarian made the decision not to participate in the new version of the Library Champions program. This decision was made for two main reasons:

- Lack of funding in BPL's operating budget for the program
- BPL's community librarians and other staff have extensive connections with the settlement sector, and meet directly with newcomers through community visits and library programs

In revisiting this decision following the question at the July 2025 Library Board meeting, the Chief Librarian consulted with BPL and NewtoBC staff involved in the program.

Library Champions is a unique program, outside anything else that BPL does in the community.

There is no question that the Library Champions program benefits newcomers greatly. Many Library Champions arrive in Canada without family support and with limited English proficiency. They can experience a profound sense of isolation and a lack of belonging. Library Champions creates a welcoming space for social interaction, learning, and empowerment. Participants connect with people from their own cultural backgrounds and from entirely different ones. For many Champions, the program is their first real introduction to a public library, and they discover that a library card unlocks access to a wide range of free services and resources. Participants use their Library Champions experience to find further volunteer opportunities and employment. BPL has employed at least 10 former Library Champions, and at least one library trustee was a Library Champion.

There is also continued interest in the program from Burnaby residents. Since January 2025, NewToBC has received 252 enquiries from people interested in Library Champions. Of these, 50 were from Burnaby.

Although BPL has extensive connections with newcomer communities, staff connections are limited by time, language ability and cultural connections. The Library Champions program enables information about the library to be shared amongst community networks that we're not a part of, such as social media groups and informal gatherings.

There is no funding for the Library Champions project beyond March 2027. The Chief Librarian is working with InterLINK staff and other Library Directors to advocate for funding with both the federal and provincial governments. If funding is not forthcoming, it is unlikely that InterLINK can continue to fund the Library Champions project from internal resources. Should the InterLINK project be funded beyond March 2027 but require additional funding from individual libraries, a decision will be brought back to the BPL Board.

Recommendation

Staff recommend that BPL rejoin the Library Champions project and fund one Library Champions program in early 2026 at a cost of \$14,560 and one in early 2027 at a cost of \$14,880. Staff are requesting Library Endowment Funding in 2026 and 2027 to fund the program.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: SEPTEMBER 18, 2025

SUBJECT: DONATIONS

RECOMMENDATION:

THAT The Library Board receive this report for information.

REPORT

At the May 2025 Library Board meeting, trustees requested information on donations to BPL and BPL fundraising activities. This report presents information on BPL's current donation approach and historical donation levels, summarizes neighbouring libraries' approach to donations, and outlines next steps for fundraising going forward.

Current Donations Approach

BPL's [Donations and Sponsorship policy](#) states that:

Burnaby Public Library is a public institution funded primarily by taxes from the local and provincial governments. While recognizing the legitimacy and primacy of tax revenue in providing library service, the Library Board acknowledges the importance of gifts and donations from individuals, non-profit organizations and private enterprise in enhancing library service.

BPL is a registered Canadian charity. BPL includes information about donating to the library on the [Support the Library](#) page on bpl.bc.ca.

Patrons can donate at each library branch, or online. Donations to the library are tax deductible. Patrons can also donate property and securities, and can include BPL as a beneficiary in a will or life insurance policy.

Other than the Support the Library page, BPL has not engaged in active fundraising.

Historical Donations Levels

Donations to BPL are placed in the Burnaby Public Library Endowment Fund, which consists of donations to the Library and interest generated by the investment of the

capital. Investments are managed by the City of Burnaby acting on behalf of the Library Board.

Interest income generated by the Endowment Fund may be disbursed according to the Library's Annual Budget as approved by the Library Board. A portion of interest is left in the Endowment Fund annually to ensure that the principal increases at a rate not less than the current rate of inflation.

The table below shows the number of donations and the total amount of donations from 2015 to 2024.

Year	Number of Donations	Donation amount
2015	55	\$12,932
2016	32	\$11,248
2017	13	\$21,205
2018	31	\$5,222
2019	27	\$462,586
2020	27	\$174,093
2021	54	\$447,458
2022	44	\$82,155
2023	45	\$12,928
2024	66	\$34,287
Total	394	\$1,263,576

The jump in donations from 2019 to 2022 was the result of two significant bequests of property. In both cases, the bulk of the money was received in the first year, with a smaller amount that had been set aside by the executors received in the second year.

There are seven different endowment funds: five have designated purposes and two (asterisked below) are general purpose. Fund balances at the end of 2024 are as follows:

Trust Name	Principal	Interest
Baraká-Mansour Trust	\$17,000	\$9,761
Cox Trust*	\$163,538	\$257,483
Nelson Trust	\$42,659	\$3,396
Perrot Trust	\$103,721	\$69,235
Picard Trust	\$25,563	\$81,983
Simnett Trust	\$17,325	\$34,394
Sundry*	\$1,356,242	\$86,183
Total	\$1,726,048	\$542,435

Most donations that BPL received over the past 10 years are unrestricted. These donations are placed into the Sundry fund. For example, in 2024, BPL received \$34,287 in donations, of which \$31,581 was placed into the Sundry fund.

City of Burnaby and Donations

City staff have expressed interest in BPL more actively engaging in fundraising, citing examples of neighbouring libraries such as Surrey Libraries. The City of Burnaby is itself a charity, and is just beginning work to identify fundraising opportunities, for example by asking for matching funds for a specific donation. Library staff will continue to work with City staff to understand expectations of fundraising and to learn from city approaches.

Other Libraries and Donations

Neighbouring libraries have many different approaches to fundraising.

- Some libraries have staff dedicated to this work. For example, Surrey Libraries has two full-time staff responsible for fundraising.
- Some libraries, for example Vancouver and West Vancouver, have a separate library Foundation. These foundations have separate organizational structures, which are tied to Library Board governance. VPL has a separate foundation staff of five people. The West Vancouver Foundation has a service agreement with the Library for library staff to work about 10 hours a week on Foundation tasks.
- Most neighbouring libraries do not have dedicated staff or a foundation. Work is described by many of these libraries as “off the side of the desk.”

Next Steps

In 2025, BPL is beginning to more actively seek donations, with a focus on Library Month in October. The intent of the Library Month campaign is to raise awareness of BPL as a place to donate money. Staff will then review the impacts of the campaign, monitoring any increase in donors and donations during October.

In 2026, BPL plans to launch a library newsletter, which will increase our reach to library patrons, including potential donors. Once the newsletter is established, we can include regular fundraising pitches. These could potentially tie into other fundraising initiatives, for example another Library Month campaign in October 2026.

In the future, BPL staff will also look at the potential of targeted campaigns, for example for a particular program or service, or for a particular type of donation (eg bequests).

In all these activities, staff will look for trustee support in getting the word out to trustees' own networks and communities.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY

DATE: SEPTEMBER 18, 2025

SUBJECT: ACCESSIBILITY UPDATE

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The [Accessible BC Act](#) was passed in June 2021 and aims to identify, remove and prevent barriers to the full and equal participation of people with disabilities in the province. Under the Accessible BC regulation, which came into effect September 1, 2022, governments and “prescribed organizations,” including public libraries, were required to establish by September 2023:

1. An accessibility committee;
2. An accessibility plan; and
3. A feedback mechanism.

BPL has joined with the City of Burnaby to meet the requirements as prescribed by the Accessible BC regulation. Established in early 2023, the [Access Advisory Committee](#) is made up of 9 members, including 3 City Council representatives and 6 resident representatives. Staff from various city departments and BPL also sit on the committee.

The [accessibility plan](#) for Burnaby was approved by City Council in May 2025. The plan is available electronically on the City of Burnaby’s [Access and Inclusion webpage](#) and it can be read with a screen reader. Hard copies can be borrowed from BPL and these copies can be requested and delivered to interested patrons via the Home Library and Accessible Service (HLAS) department.

The feedback mechanism was created by City of Burnaby staff and it was launched in August 2024. Burnaby residents can provide accessibility feedback via a [fillable e-form](#), an email and a phone number to Burnaby's Customer Service Centre.

Over the last two years, BPL has undertaken several actions to improve accessibility at the library including:

- A website accessibility audit in November 2023 with minor changes/updates completed in December 2023;
- McGill has been offering noise-reducing headphones for patrons to borrow since early 2024;
- Funded by the BPL endowment fund and InterLINK, BPL has partnered with SPARC BC to conduct accessibility audits of BPL's facilities, human resources, technology, and programs; facilities audits of all four locations were received in August 2025;
- In celebration of National AccessAbility Week, BPL featured three screenings of the Canadian documentary *disABLEd* in May and June 2025; each screening was followed by a staff-led discussion;
- Building an Accessibility section on the BPL website with a planned launch in September 2025.

Moving forward, staff will assess the information in the accessibility plan and various audits to explore opportunities to develop and improve services and spaces for people with disabilities and neurodiversity.



Noreen Ma
MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY



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Joining Libraries Together

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Port Moody Public Library
Richmond Public Library
Sechelt Public Library
Squamish Public Library
Surrey Libraries
Vancouver Public Library
West Vancouver Memorial Library
Whistler Public Library

August 25, 2025

Anna Lu, Chair
Burnaby Public Library
6100 Willingdon Avenue
Burnaby, BC V5H 4N5

Dear Anna Lu,

I am pleased to enclose a cheque in the amount of \$110,019.50 as compensation for your library's net provision of library services to members of other InterLINK libraries in 2024.

On behalf of the Board of Public Library InterLINK, I would like to thank the Burnaby Public Library Board for their continuing support of InterLINK activities and resource sharing. Your willingness to participate as a net provider of services is vital to the success of InterLINK and of great benefit to all users of InterLINK member libraries.

As InterLINK member libraries, we have and will continue to see many opportunities to work together collaboratively in supporting our communities including providing leadership with our shared challenges.

Again thank you for your contribution to resource sharing and ongoing support of InterLINK.

Sincerely yours,

Barb Lawrie
Board Chair, Public Library InterLINK

Enclosure (1)
c. Beth Davies, Chief Librarian, Burnaby Public Library