



## BPL Board Agenda

### Regular Meeting

**Date** Thursday, February 19, 2026  
**Time** 6:00pm  
**Location** Boardroom  
 Bob Prittie Metrotown Branch  
 6100 Willingdon Ave, V5H 4N5

**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 <b>Motion</b> to receive Agenda.		
2. Minutes		
2.1 <b>Motion</b> to adopt the minutes of the regular meeting held January 15, 2026 as circulated.		
3. Presentation		
3.1 Collections	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 Election of Officers	5 min	1-2
<b>Election of Chair and Members of Finance Committee</b>		
Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		

AGENDA	TIME	PAGE NO.
<b>Election of Chair and Members of Personnel Committee</b> Chair calls for nominations, asks for aye and no votes, and announces the results of the election.		
5.2 Libraries Branch report	10 min	3-10
6. Items for Information		
6.1 Annual statistics	10 min	11-17
6.2 2024-2027 Operating Plan Mid-point Review	10 min	18-25
6.3 2026 Operating Plan	5 min	26-27
7. Other Business		
8. Next Library Board Meeting		
April 16, 2026 at 6:00pm at Tommy Douglas Branch		
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:** FEBRUARY 19, 2026

**SUBJECT:** ELECTION OF OFFICERS

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**RECOMMENDATION:**

**THAT** The Library Board appoint members of the Finance and Personnel Committees

**REPORT**

At the January and February Board meetings, trustees elect a chair, vice-chair and representatives of several committees.

At the January 15, 2026 board meeting, the following appointments were made:

Chair: Anna Lu

Vice-Chair: Mandy Yang

InterLINK: Sarah Bartnik (representative), Anna Lu (alternate)

Picard Trust: Hakam Bhaloo, Katrina Chen, Shiraz Ramji

In February, trustees need to appoint three or more trustees to the Finance and Personnel Committees. It is recommended that the Board does not form a Planning and Advocacy Committee in 2026.

**Finance Committee**

The Finance Committee reviews operating, capital and endowment fund budgets and actuals. In 2026, 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

2025 Members: Mandy Yang (Chair), Anna Lu, 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 2025 the work of the Personnel Committee was extensive, as it focused on hiring a new Chief Librarian. In 2026, the work of the Personnel Committee will be focused on supporting the new Chief Librarian.

2025 Members: Sarah Bartnik (Chair), Gene Blishen, Raj Hundal.

**Planning and Advocacy Committee**

The Planning and Advocacy Committee guides the library's strategic planning process and reviews large-scale promotion or advocacy work. Because the strategic plan is from 2024-2027 it is recommended that the Board does not form a Planning and Advocacy Committee in 2026.

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:** FEBRUARY 19, 2026

**SUBJECT:** 2025 PROVINCIAL PUBLIC LIBRARY GRANT REPORT

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**RECOMMENDATION:**

**THAT** The Library Board endorse the 2025 Provincial Public Library Grant 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 2025, these grants amounted to \$495,000, with an additional one-time library enhancement grant of \$41,000.

One of the conditions of receiving these grants is that BPL must submit an annual Provincial Public Library Grant Report, and that this report be endorsed by the Library Board. The information we provide in the grants report is used 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 2025 Provincial Public Library Grant Report is attached.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

# Burnaby Public Library

## 2025 Provincial Public Library Grant Report

*Note that this is the content of the report for the information of the Library Board; the actual report is submitted via an online form.*

### 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 Public Library is located on the unceded territories of the [xʷməθkʷəy̍əm](#) (Musqueam), [Sḵwx̱wú7mesh](#) (Squamish), [səlilwətał](#) (Tsleil-Waututh), and [kʷikwəłəm](#) (Kwikwetlem) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city of Burnaby.

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](http://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 and the Burnaby Interagency Council. 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.

## 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 2025, BPL completed a Strategic Facilities Plan. Funded by the Library Board's endowment fund, this plan maps out a high-level plan for BPL facilities over the next 25 years. The plan includes recommendations for new and renovated facilities, tied into the City of Burnaby's work in 2025 on a new Official Community Plan. In 2025, construction began of the new Cameron Library and Community Centre. This facility is four times the size of the facility it is replacing, and includes features such as a sensory room, a storytelling room with facility for smudging, and multiple community meeting rooms.

In 2025, BPL continued to expand our provision of programs in languages other than English. Offerings now include Tigrinya, Japanese, Mandarin, Korean, Cantonese, Portuguese, and Spanish. Some programs are delivered by BPL staff fluent in these languages, and others in partnership with local organizations. In spring 2025, BPL completed a project to develop a Multilingual Services Strategy. Recommendations from this project are shaping the way that BPL develops and delivers services.

BPL continues to build and deepen relations with community partners. Staff use a community development approach and an equity lens to meet community members where

they are in order to better understand their needs and priorities. Through these learnings, BPL developed a “harm reduction” program, which was piloted at the Tommy Douglas branch and then rolled out to all BPL branches in 2025. This program enables staff to offer snacks, juice and bus tickets to patrons in need. The program has helped build relationships with vulnerable community members, de-escalate tense situations, and provide basic needs to patrons.

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. Expanded 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 was fully funded by the Enhancement Grants in 2024 and 2025. The City of Burnaby has taken on funding from 2026 onwards.

**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 enabled BPL to meet a longstanding need to increase hours on Sundays to meet community demand. However, the temporary nature of this funding meant that the City of Burnaby needed to fund the increased hours from 2026 onwards.

**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. Facilities Strategic Plan

**Summary:** In 2025, BPL completed a Strategic Facilities Plan. Funded by the Library Board's endowment fund, and completed by StudioHUB architects, this plan maps out a high-level plan for BPL facilities over the next 25 years. The plan includes recommendations for new and renovated facilities, tied into the City of Burnaby's work in 2025 on a new Official Community Plan.

**Timeline and Progress Report:** The consultants began work in August 2024. Their 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. The consultants also presented the plan to the city's leadership team and to City Council. The BPL Board approved the final plan in September 2025.

**Budgetary information:** This work was funded by the BPL Board endowment fund.

**Rationale:** Changes to provincial legislation has reduced the City of Burnaby's ability to use development money to fund new and renovated facilities. The Strategic Facilities Plan sets clear priorities for investment in existing and future facilities for the next 25 years.

**Impacts:** The Strategic Facilities Plan provides a clear roadmap for BPL facilities for the next 25 years. Next steps are to incorporate the plan's priorities into the City's civic buildings planning and the capital plan.

## 3. Services in Languages other than English

**Summary:** In spring 2025, BPL completed a project to develop a Multilingual Services Strategy. Recommendations from this project are shaping the way that BPL develops and delivers services.

**Timeline and Progress Report:** BPL is currently delivering programs in multiple languages, including Tigrinya, Japanese, Korean, Cantonese, Portuguese, and Spanish. Many of these programs are ongoing. Some programs are delivered by BPL staff fluent in these languages, and others in partnership with local organizations.

**Budgetary Information:** The Multilingual Services Strategy was developed internally by staff. Staff were seconded and replaced using funding from the BPL Board endowment fund. The BPL Board has approved funding for expanded delivery of services in languages other than English in 2026.

**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 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.

## 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 2026. 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:** moderate concern

BPL experienced significant trustee turnover in 2025, including the resignation of both BPL co-chairs and the retirement of a longstanding trustee. With a new Chief Librarian beginning in March 2026, ongoing trustee support and education will be critical.

**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. BPL's Strategic Facilities Plan was approved by the Board in September 2025. This long-range plan identifies and prioritizes 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 worked with InterLINK and SPARC BC to complete accessibility audits on all four library locations in 2025. Work is now beginning on prioritizing and implementing recommendations from these audits.

**Disappearing services in the community:** high concern

Federal government cuts to settlement services are strongly impacting community partners who serve newcomers. BPL is learning of significant impacts to services to these vulnerable communities. Along with many other InterLINK libraries, the loss of federal IRCC funding for NewToBC has led to reduced services and increased costs. We are grateful to the provincial government for providing administrative support funding, and to the BPL Board for approving spending from the BPL endowment fund to continue the Library Champions program in Burnaby until March 2027.

**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 and 2025, 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. Staff spent 2025 working on an incident response project, which has included improvements in training and support.

**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.



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

**FROM:** DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

**DATE:** FEBRUARY 19, 2026

**SUBJECT:** 2025 ANNUAL STATISTICAL SNAPSHOT

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**RECOMMENDATION:**

**THAT** the Board receive the following report for information.

**REPORT**

**SUMMARY**

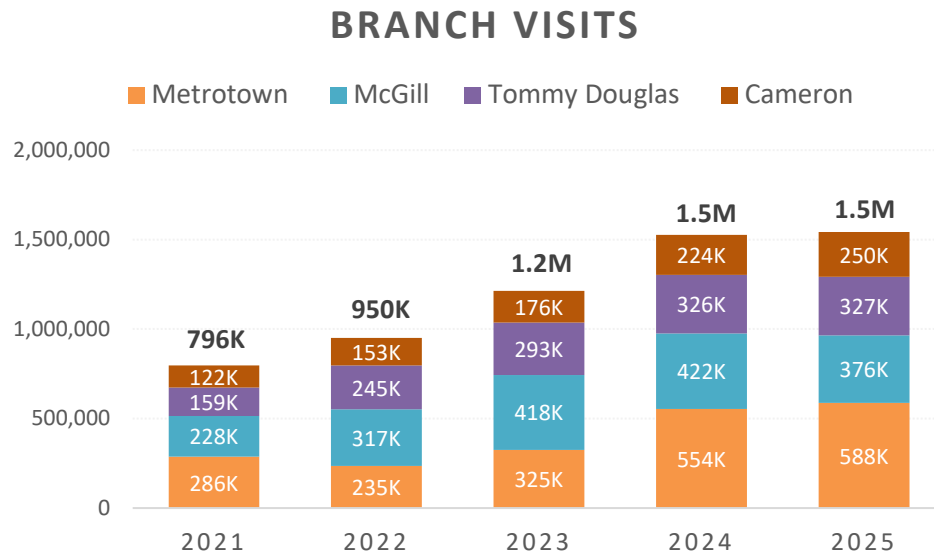
This year's statistical snapshot illustrates changes and trends in the use of library services and activities in 2025 in a year-over-year comparison.

The year saw very slight increases in visits to the library and circulation, as well as more significant increases in computer use, community visits, and eBook and eAudiobook lending.

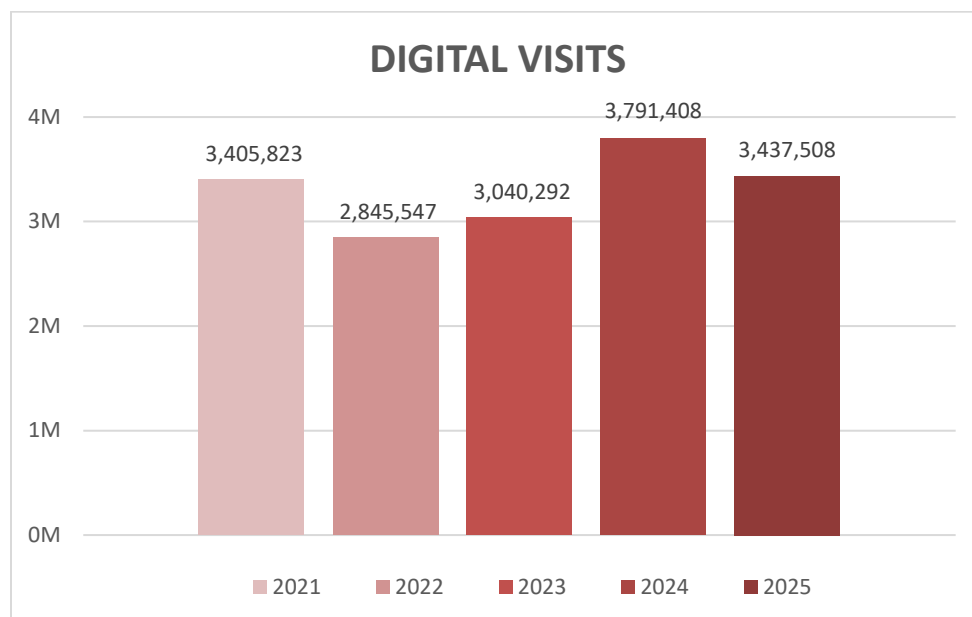
Heidi Schiller  
DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

# 2025 Statistical Snapshot

## Library Visits

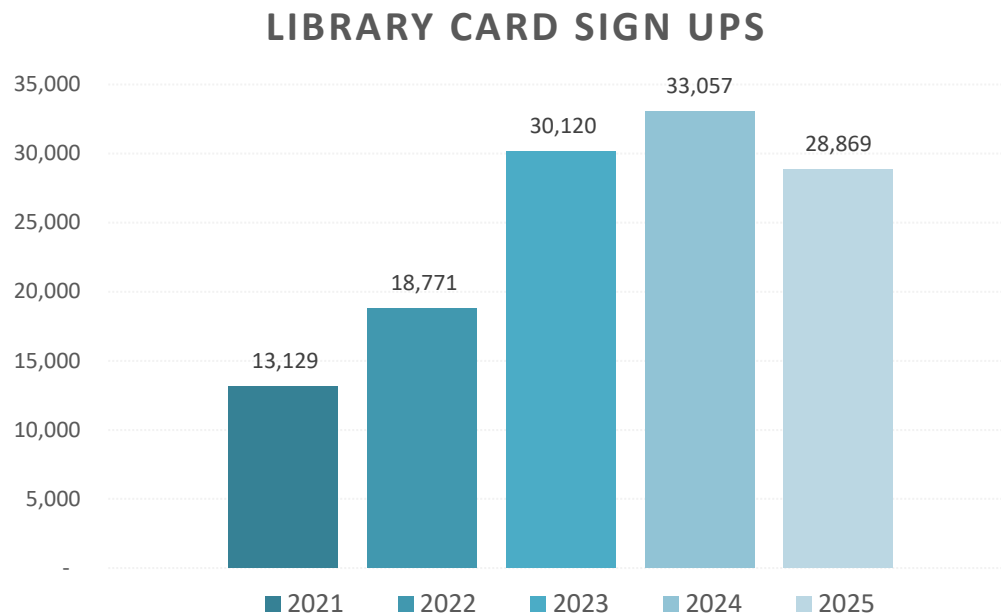


In-person visits to library locations increased by **1%** to 1,541,976 in 2025.

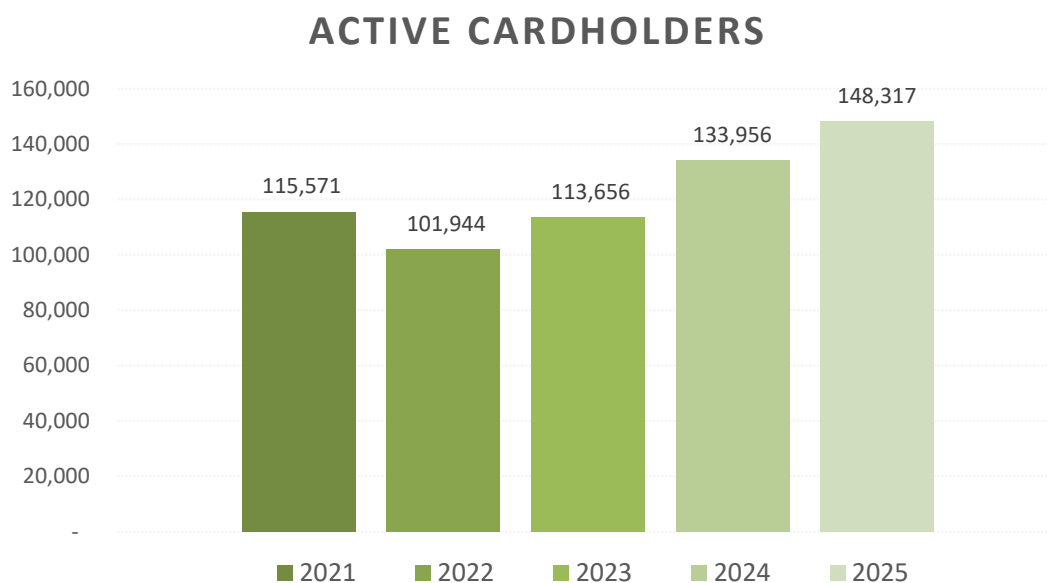


Digital visits to the Library's website and catalogue decreased by **9%** from 2024 to 2025.

## Members

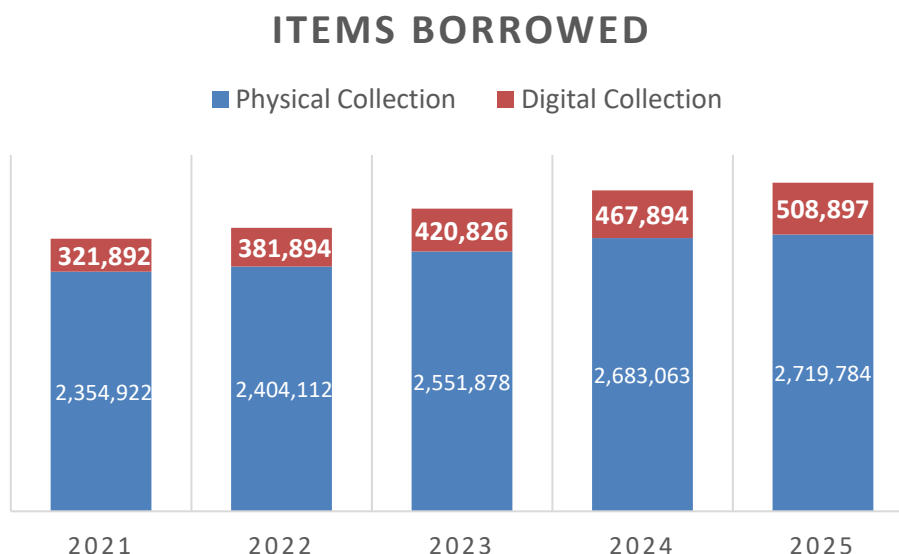


In 2025, BPL added 28,869 new members – a **13%** decrease from 2024.



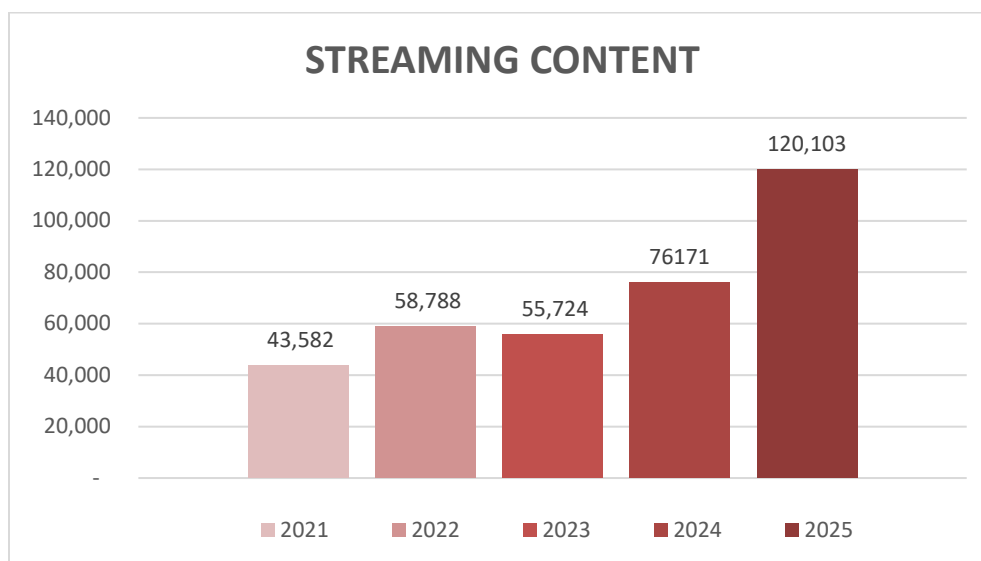
Active cardholders are patrons who have either borrowed an item or used the Library's digital resources within the past three years. In 2025, BPL had 148,317 active members – an **11%** increase over 2024.

## Circulation



Circulation of physical materials increased slightly by **1%** with 2,719,784 items in 2025 compared to 2,683,063 items in 2024.

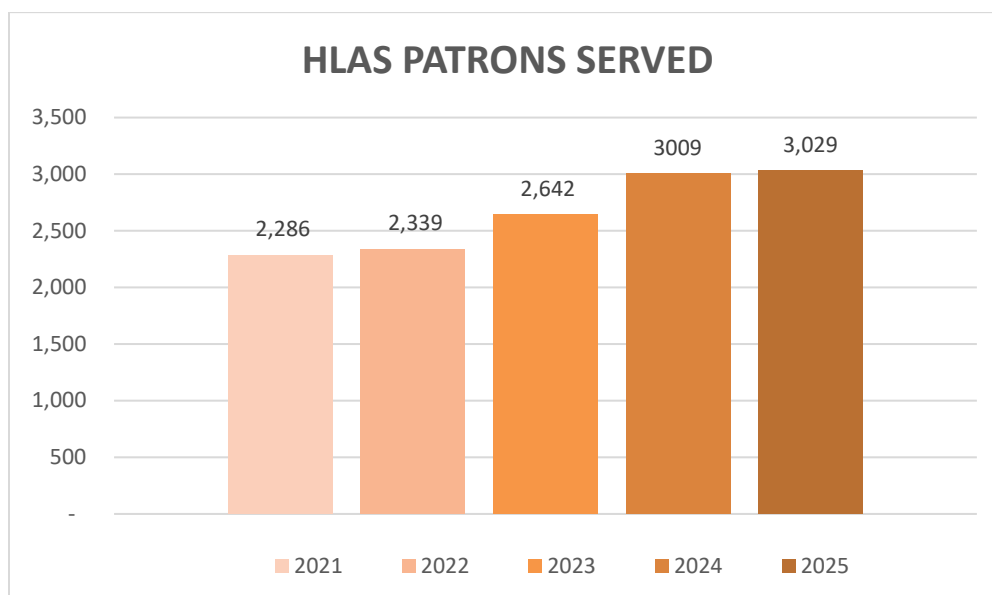
Use of BPL's digital collections continued to grow. Overall, the Library circulated 343,542 e-Books in 2025 compared to 312,213 in 2024 – a **10%** increase. Meanwhile, 165,355 e-Audiobooks were checked out compared to 153,657 in 2024 – a **7%** increase.



Streaming content (music, movies, online learning videos) experienced a **58%** increase over 2024, mostly due to a large jump in Naxos Music plays.

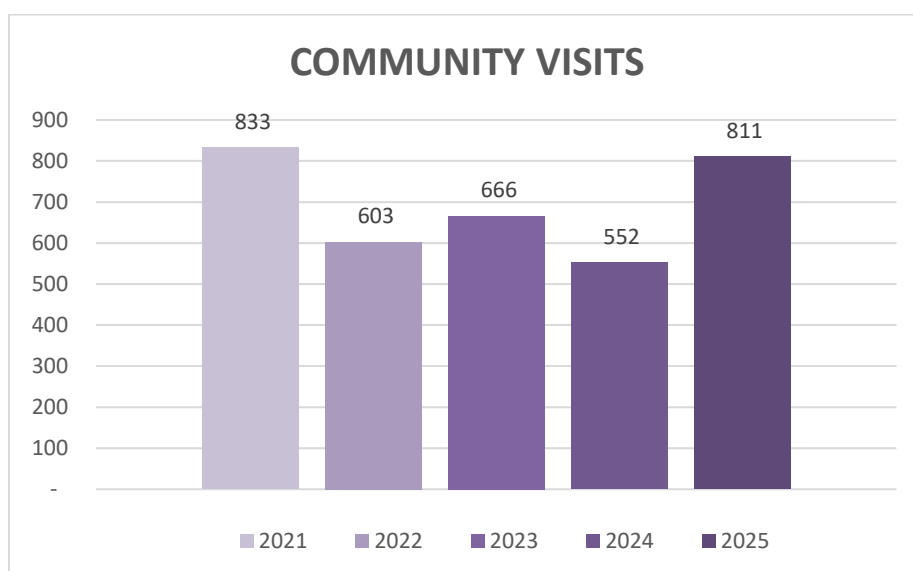


## Home Library and Accessible Services



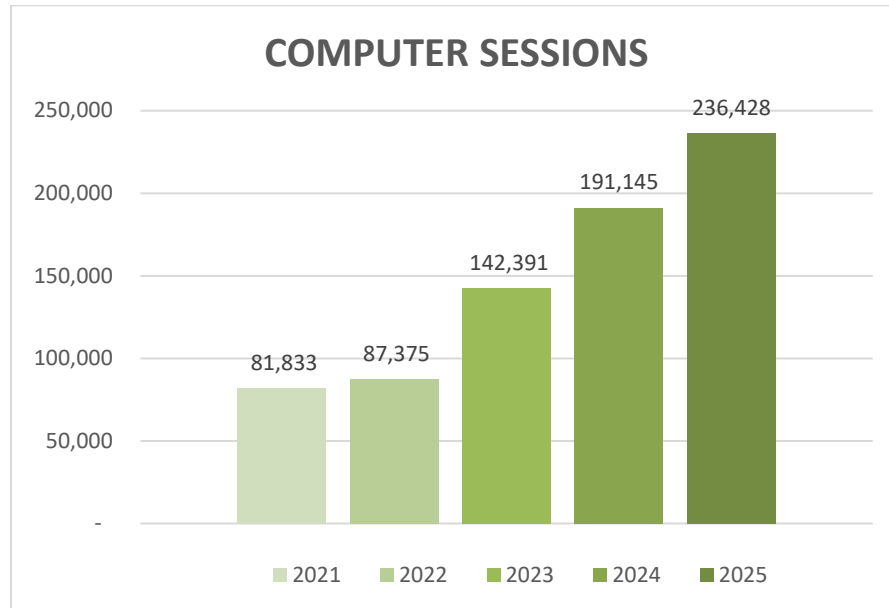
Home Library and Accessible Services (HLAS) remained stable, serving 3,029 patrons in 2025.

## Community Development



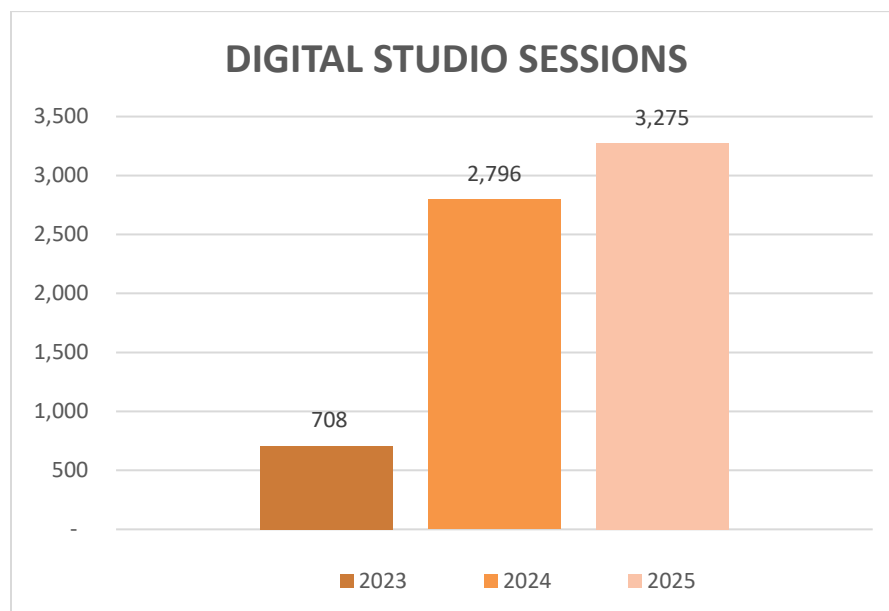
The Library made 811 community visits in 2025, a **47% increase** from 2024. This increase is largely due to a significant increase in visits to adult community members. This increase is mainly due to having a fully complement of Community Librarians in 2025, unlike in 2024, when the team had several vacancies.

## Computer Use



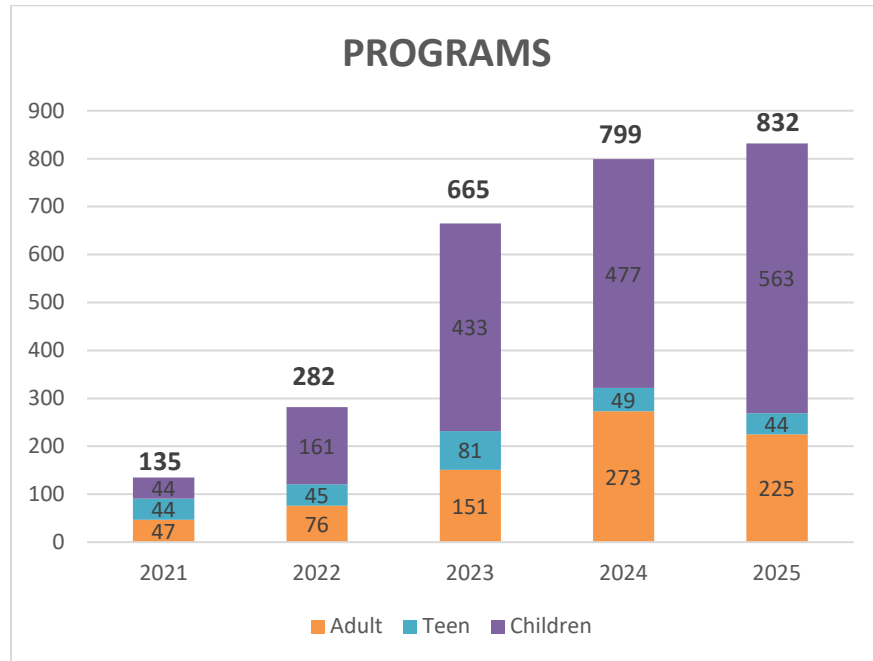
In 2025, computer use increased by 24%, from the previous year.

## Digital Studio Use



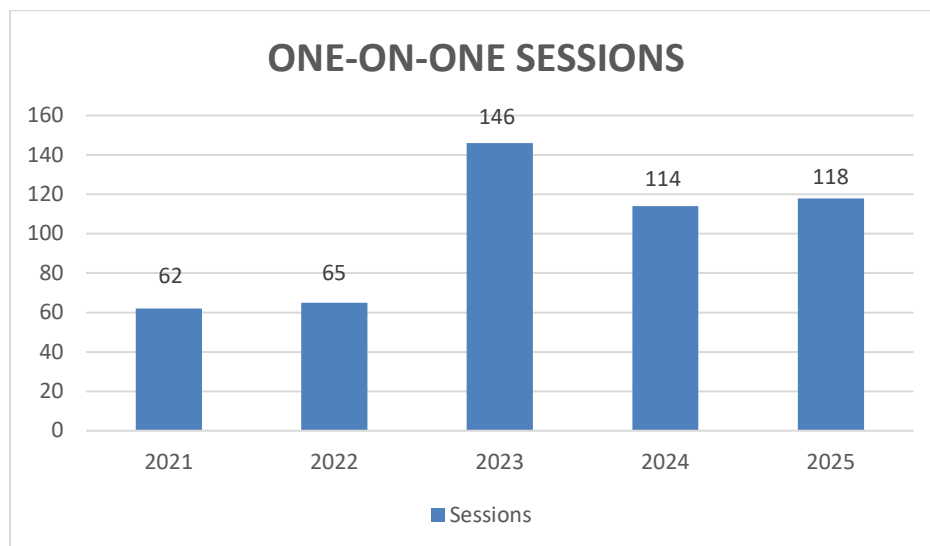
There were 3,275 sessions in the Digital Studio in 2025, a 17% increase over the previous year.

## Library Programs



BPL offered 832 programs in 2025 – a **4%** year-over-year increase.

## One on One Sessions



The Library offered 118 one-on-one sessions in 2025 – a **4%** increase from 2024. One-on-one sessions are offered to patrons who would like in-depth reference and information assistance.

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

**FROM** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** FEBRUARY 19, 2026

**SUBJECT:** OPERATING PLAN 2024-2027 MID-POINT REPORT

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**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 and included extensive staff consultation and feedback.

This report summarizes progress on projects in the 2024-2027 Operating Plan. Projects are marked as one of the following:

<b>Complete</b>	Project is finished and/or operationalized
<b>In Progress</b>	Project has begun and is not yet complete
<b>Not Yet Started</b>	Project has not yet begun
<b>Cancelled</b>	Project will not go ahead as planned

Projects are grouped under the relevant strategic plan priority.

## Connect the Community

Project	Status	Notes
<b>Evaluate and revise the Community Resources Guides</b> Evaluate and revise the online <a href="#">Community Resources Guides</a> to meet the needs of staff and community members	Complete	Completed 2024
<b>Develop a strategy for services in languages other than English</b> BPL offers some services in languages other than English over the past few years, but the library has not developed a comprehensive strategy nor consulted significantly with the community. In September 2023, the BPL Board approved funding for a six-month temporary position to develop a multilingual services strategy through community consultation.	Complete	Completed 2025. Work on implementing the Multilingual Services Strategy is ongoing.
<b>Develop and implement harm reduction education and other services</b> Implement recommendations from the pilot harm reduction project at Tommy Douglas (offering snacks, water and bus tickets to patrons in need). Develop staff training and explore ways BPL can further support harm reduction in its services and facilities through community partnerships.	Complete	Rolled out to all branches by end 2025. Board approval October 2025 for funding from endowment fund in 2026.
<b>Introduce courtesy phones at library branches</b> 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.	In progress	Completed at Cameron 2024. To be completed at all branches Q1 2026.

## Connect the Community, continued

<p><b>Develop and improve services and spaces for people with disabilities and neurodiversity</b></p> <p>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>	In progress	<p>Accessibility plan (with City of Burnaby) completed 2025. Accessibility Audit completed 2025 for spaces, HR and technology.</p>
<p><b>Develop an Indigenous cultural safety plan</b></p> <p>Develop an Indigenous cultural safety plan that can guide library policies and activities, including engaging with Host Nations, how we work with and compensate Indigenous partners, and how to respectfully highlight Indigenous voices in our spaces and services.</p>	Not yet started	<p>Waiting until Indigenous staff training project complete.</p>
<p><b>Develop and improve services and programs that reduce social isolation for vulnerable groups</b></p> <p>Libraries are key community spaces where different groups can gather. This project will develop and improve services that reduce social isolation, with a particular focus on vulnerable groups.</p>	Cancelled	<p>Cancelled as a project. Moving forward, part of work in program planning for adult, teen and children's librarians.</p>

## Create Welcoming & Innovative Spaces

Project	Status	Notes
<b>Expand Sunday hours</b> Expand opening hours on Sundays	Complete	Hours expanded to 10am to 6pm in 2024
<b>Open temporary Cameron</b> Open the temporary Cameron location in the Lougheed Mall	Complete	Completed 2024
<b>Create a plan to bring cultural and other celebrations to library spaces</b> 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.	In progress	In October 2025, guidelines presented to Board, and Board approved spending of up to \$20,000 in 2026 and 2027 to fund cultural celebrations.
<b>Renovate McGill</b> Renovate the McGill lobby and staff area.	Complete	Completed 2025, including installation of an AMHS
<b>Develop a BPL facilities master plan</b> Develop a plan to identify renovation and expansion needs of current facilities, and community needs for new facilities.	Complete	Strategic Facilities Plan completed 2025
<b>Complete the Indigenous spaces project &amp; implement recommendations</b> Consult and collaborate with Indigenous communities to bring Indigenous design into library spaces.	In progress	Consultation complete. Implementation in 2026 and 2027.
<b>Build a new Cameron library</b> Design of the new library at Cameron Park is complete, and construction is expected to begin in mid-2024.	In progress	Construction in progress. Expected opening Q1 2028.
<b>Develop guidelines for community and meeting room use</b> Review guidelines to ensure optimal use of BPL rooms in line with intellectual freedom and public space policies.	In progress	Project scope changed to focus on streamlining and improving efficiency of process for room bookings.
<b>Expand the Metrotown library</b> Assess the condition of the Metrotown library. Expand to meet neighbourhood and city demand if the building can sustain an expansion, and consider other options if the building can not.	Cancelled	Cancelled due to condition of Metrotown Library, different priorities in Facilities Strategic Plan, and city capital funding.

## Encourage Curiosity & Learning

Project	Status	Notes
<b>Improve Public Printing</b> The library introduced a new computer booking and print system in 2023. This two-part project will (a) implement the final deliverable from that project, bringing pay-by-card options to all branches, and (b) replace the current printers with higher-capacity combination printer/photocopiers.	Complete	Pay by card options not implemented. Further changes to print release software coming in 2026.
<b>Pilot mobile self-checkout</b> Pilot mobile self-checkout, enabling patrons to check out items using the BPL app on their mobile phones.	Complete	Completed in 2025
<b>Develop a framework for making programs accessible</b> Create a framework to make programs accessible, considering factors such as language, ability and other barriers that impact patron experience.	Not yet started	Begins Q3 2026
<b>Develop a readers' advisory strategy</b> Develop a strategy that includes booklists and services that connect readers of all ages to collections in all formats and languages.	In progress	To be completed Q1 2026
<b>Replace self-serve checkout machines</b> Replace aging self-serve checkout machines.	In progress	To be completed Q2 2026
<b>Develop programs that highlight Indigenous excellence and strength</b> Create programs that highlight Indigenous voices, with a focus on excellence, resilience and strength.	Cancelled	Cancelled as a project. Moving forward, part of work in program planning for adult, teen and children's librarians.
<b>Support and grow the Curiosity Collection</b> Resource existing Curiosity Collection items, including loanable technology, and develop a plan to introduce new items.	In progress	To be completed Q4 2026
<b>Facilitate brave dialogues on big issues</b> Support staff to develop programs that enable people to have brave dialogues on big issues like climate change and intellectual freedom.	Not yet started	To begin 2027



<b>Develop services and programs that advance goals in the strategic plan</b> Develop services and programs that advance strategic plan goals, including equity issues, information literacy, civic engagement and Truth and Reconciliation.	Cancelled	Cancelled as a project. Moving forward, part of work in program planning for adult, teen and children's librarians.
<b>Research and implement a program evaluation framework</b> Implement a framework to evaluate library programs.	Not yet started	To begin Q3 2026

## Strengthen Organizational Culture

Project	Status	Notes
<b>Complete the incident response project</b> Complete the project to revise and develop tools to support staff in addressing disruptive behaviours and responding to incidents.	In Progress	To be completed Q1 2026. New project to improve incident reporting procedures to begin Q1 2026.
<b>Review and revise the intellectual freedom policy</b> Consult with board and staff to review and revise the intellectual freedom policy through an equity, diversity and inclusion lens.	Complete	Board approved new policy in December 2024.
<b>Increase and operationalize staff learning on Indigenous topics</b> Invest in externally-led staff learning on Indigenous topics in alignment with TRC Call to Action #57.	In Progress	Delayed due to issues with the contractor. To be completed Q4 2026.
<b>Implement anti-racism commitments</b> Complete the implementation of the 16 anti-racism commitments that BPL developed in 2022.	In Progress	Many commitments implemented. Remainder scheduled for implementation by Q2 2026.
<b>Implement online time entry</b> Replace paper timecards with online time entry and approval.	Not yet started	To begin Q1 2026
<b>Review and update BPL's performance management program</b> Work with staff and supervisors to improve BPL's performance management program, including goal setting and forms.	Not yet started	To begin 2027

## Strengthen Organizational Culture, continued

<b>Create more opportunities for staff input and communication</b> Work with staff to identify communication needs to increase input, engagement, agency and connection.	Complete	Project completed September 2025. Implementation ongoing.
<b>Find additional ways to support staff mental health</b> Work with staff to understand mental health needs and implement additional ways to support staff mental health.	Not yet started	To begin Q4 2026
<b>Implement privacy audit recommendations</b> In 2023, BPL conducted a privacy audit of practices involving patron personal information. This project will review, prioritize and implement those recommendations.	In progress	
<b>Develop a training strategy</b> Develop a strategy to map out BPL-wide and department/role-specific training needs, and operationalize the delivery of this training.	Not yet started	To begin 2027
<b>Evaluate BPL's working group structure</b> Evaluate the scope, role and structure of BPL's current working groups, and assess the need for any additional working groups.	In progress	To be completed Q2 2026
<b>Develop and deliver customer service training</b> Develop and deliver customer service training for public-facing staff.	Not yet started	To begin Q3 2026
<b>Review scope of the page role</b> Work with staff and the union to review the work of library pages in the public service staffing model, and implement changes.	Not yet started	On hold pending outcome of staff-initiated classification review.
<b>Work with the union to address precarious employment concerns</b> Work with the union and with staff to understand and address precarious employment concerns.	Not yet started	Ongoing conversations with CUPE Local 23 at Labour Management meetings.
<b>Implement records management</b> Work with the City to implement improved records and document management systems.	Not yet started	To begin 2027

## Strengthen Organizational Culture, continued

<b>Improve documentation and coordination for public service circulation tasks</b> Improve documentation, workflows, coordination and training for public service circulation tasks.	In progress	To be completed Q2 2026
<b>Evaluate staffing levels</b> Evaluate staffing levels across branches and departments, and across opening hours, to better serve patrons.	In progress	To be completed Q3 2026
<b>Conduct an anti-racism and EDI climate audit</b> Conduct an anti-racism climate audit to understand the impact of implementing the anti-racism commitments, and expand the audit to include broader equity, diversity and inclusion issues.	Not yet started	To begin 2027
<b>Increase opportunities to learn about other departments' work</b> Increase information sharing, mentorship and job shadowing opportunities for staff to learn about work in other departments and jobs.	Not yet started	To begin 2027
<b>Investigate, select and implement scheduling software</b> Investigate online scheduling software options to improve efficiency and increase transparency.	In progress	Software selected. Scheduled for roll out for public service staff in Q1 2026.

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:** FEBRUARY 19, 2026

**SUBJECT:** 2026 OPERATING PLAN

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**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 and included extensive staff consultation and feedback.

In late 2025, supervisors reviewed progress on the 2024-2027 Operating Plan and recommended changes for 2026. The 2026 Operating Plan was developed by senior leadership based on these recommendations, and is attached for the Board's information.

Updates on 2026 Operating Plan projects will be shared with the Board as part of quarterly reporting.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

# 2026 Operating Plan

	Q1	Q2	Q3	Q4
Connect the Community	← Courtesy phones			
	← Accessible services			
Create Welcoming and Innovative Spaces				Cultural celebrations
	← Indigenous placemaking			→
	← New Cameron			→
	← Room guidelines			
Encourage Curiosity and Learning			Accessible Program Framework	
	Readers' advisory			
	← Replace self-serve checkout machines			
	← Curiosity Collection			
			Program Evaluation Framework	
Strengthen Organizational Culture	← Incident response			
	Incident reporting			
	← Indigenous learning			
	← Anti-racism commitments			
	Online time entry			
				Support staff mental health →
	← Privacy audit recommendations			→
	← Staff involvement in EDIA work			
			Customer service training	→
	← Circulation tasks			
	← Staffing levels			
	← Scheduling software			