



BPL Board Agenda

Regular Meeting

Date Thursday, April 16, 2026
Time 6:00pm
Location Community Room 1
 Tommy Douglas Branch
 7311 Kingsway Burnaby, BC

Chair Anna Lu

We respectfully acknowledge that Burnaby Public Library is located on the unceded territories of the [xʷməθkʷəy̓əm \(Musqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [selilwətaʔ \(Tsleil-Waututh\)](#), and [kwikʷəłəm \(Kwikwetlem\)](#) 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 February 19, 2026 as circulated.		
3. Reports	10 min	
3.1 Board Chair (verbal)		
3.2 Council Liaison (verbal)		
3.3 InterLINK Representative (verbal)		
4. Items for Decision		
4.1 Respectful Workplace Policy	15 min	1-2
5. Items for Information		
5.1 Annual Incidents Report	15 min	3-4
5.2 Strategic plan report 2026 Q1	15 min	5-15
6. Other Business		

AGENDA

TIME

PAGE NO.

- 7. Next Library Board Meeting
May 21, 2026, at 6:00pm at McGill Branch

- 8. Adjournment
 - 8.1 **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 financial information.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: APRIL 16, 2026

SUBJECT: RESPECTFUL WORKPLACE POLICY

RECOMMENDATION:

THAT The Library Board make no changes to the BPL Board Respectful Workplace Policy.

REPORT

Background

BPL hired consultants to conduct an anti-racism climate audit in 2021. This audit highlighted areas of concern and potential action to address issues of racism at BPL. The audit was shared with staff and the Board in [July 2021](#).

Staff developed a series of anti-racism commitments that were shared with staff and the Board in [March 2022](#). Although both the audit and commitments are focused on anti-racism, many of the actions and commitments concern inclusion, equity and diversity more broadly.

One of the commitments is to develop respectful workplace training with an anti-oppression lens. Work on this commitment began in 2025, and staff decided to broaden the scope of the commitment and review the respectful workplace program in its entirety. Staff reviewed current policies, practices and training, worked with the City of Burnaby to understand the city's policies, practices and training, consulted with WorkSafe BC, and looked at good practices from other libraries and organizations. A draft respectful workplace program was created in January 2026, which included recommendations on policies, practices and training, and new general guides on resolving conflict for staff and supervisors. In early February, small groups of staff provided feedback on this draft respectful workplace program.

Current Respectful Workplace Policy

BPL's current [Respectful Workplace Policy](#) was last reviewed in December 2019. It is written at a high level, in keeping with the Board's strategic and governance role. More detailed procedures are contained in an administrative policy.

Objective

The purpose of this policy is to ensure that Burnaby Public Library commits to providing a work environment that is safe, respectful and free from bullying and harassment.

Policy Statement and Details

Burnaby Public Library believes that the working environment of all employees should at all times be respectful of the dignity and self-esteem of individuals. Achieving this desired environment depends upon mutual respect, cooperation and understanding among fellow workers. The Burnaby Public Library Board will not accept or tolerate bullying or harassment in the workplace.

Burnaby Public Library will develop, review, revise and enforce a detailed respectful workplace policy and procedures, including procedures for complaint investigation and resolution.

The Library will communicate this policy to all employees, provide employee education, and train supervisors and managers.

Policy Review

The Chief Librarian has reviewed the policy and recommended no changes. The policy meets the Library's obligations under WorkSafe BC and makes a clear statement about the Board's and the Library's commitment to a respectful workplace. The staff and supervisors who reviewed the respectful workplace program also recommended no changes.

Next Steps

Staff are currently reviewing feedback on the draft respectful workplace program and will implement recommended changes, working with the city as necessary. Once the program has been finalized, the Chief Librarian will work with Library HR and the project team to roll out the new program to all supervisors and staff.

Jackie Flowers
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: APRIL 16, 2026

SUBJECT: ANNUAL INCIDENTS REPORT

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

At the December 2025 Board meeting, trustees requested information on the number of safety and security incidents in 2025 compared to 2024. This report provides details on the number of incidents logged in both years, as well as the number of incidents that resulted in patron bans.

The following table shows the number of incidents reported by staff at each branch in 2025 and 2024.

NUMBER OF INCIDENTS BY BRANCH

Branch	2025	2024	Incr/Decr	% Change
Metrotown	231	209	22	11%
McGill	47	37	10	27%
Tommy Douglas	88	55	33	60%
Cameron	55	32	23	72%
Total	421	333	88	26%

Of the incidents logged in 2025, 69 of them resulted in a patron ban.

The next table shows the number of incidents by branch broken down by length of ban. Note that generally, a ban indicates a more serious disruptive behaviour than an incident that does not result in a ban. Additionally, the longer the ban, the more serious the incident.

NUMBER OF BANS BY BRANCH AND LENGTH OF BAN

Branch and Ban Length	2025	2024	Incr/Decr	% Change
Cameron - 1 Day	2	1	1	100%
Cameron - 1 week to 1 month	2	1	1	100%
Cameron - 2 to 6 months	1	0	1	100%
Cameron - More than 6 months	1	1	0	0%
Metrotown - 1 Day	7	3	4	133%
Metrotown - 1 week to 1 month	17	18	-1	-6%
Metrotown - 2 to 6 months	3	6	-3	-50%
Metrotown - More than 6 months	3	7	-4	-57%
McGill - 1 Day	1	0	1	-
McGill - 1 week to 1 month	0	2	-2	-100%
McGill - 2 to 6 months	0	0	0	-
McGill - More than 6 months	0	0	0	-
Tommy Douglas - 1 Day	9	1	8	800%
Tommy Douglas - 1 week to 1 month	15	7	8	114%
Tommy Douglas - 2 to 6 months	8	8	0	0%
Tommy Douglas - More than 6 months	0	0	0	-
Total	69	55	14	25%

NUMBER OF BANS SYSTEMWIDE BY LENGTH OF BAN

Length	2025	2024	Incr/Decr	% Change
1 Day	19	5	14	280%
1 week to 1 month	34	28	6	21%
2 to 6 months	12	14	-2	-14%
More than 6 months	4	8	-4	-50%

Information from the 350+ incidents in 2025 that did not result in a ban was analyzed for trends; the most prominent themes from these incidents related to disrespectful verbal exchanges, inappropriate language, substance use and theft.

Effective and consistent incident reporting by staff helps inform ongoing efforts to enhance staff training, allocate resources effectively, and continue creating welcoming, safe, and responsive library environments for the community.

Heidi Schiller
 DIRECTOR, PUBLIC SERVICE
 BURNABY PUBLIC LIBRARY

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: APRIL 16, 2026

SUBJECT: STRATEGIC PLAN REPORT Q1 2026

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

Connect the Community

- Develop library services that serve the diversity of people living in Burnaby.
- Lower and minimize barriers to library services.
- Provide library services to communities in their preferred language.
- Connect people to the services and resources they need.
- Create opportunities so that library users learn from and feel more connected to each other.

<i>NEW MEMBERS</i>	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	7,081	7,460	-379	-5%

<i>HLAS – PATRONS SERVED</i>	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	738	775	-37	-5%

COMMUNITY WORK – VISITS	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	178	168	10	6%

McGill Korean Collection Flying off the Shelves

In March, McGill added a Korean collection with Adult, Teen, and Children’s materials. The community has responded with great enthusiasm. Our staff have remarked on seeing the faces of families light up at the sight of our New Korean Books display in Children’s. Within 5 days of arriving at the branch, 80% of Korean kids’ books were checked out and 60% of Korean adult books were checked out. The materials ordered for this collection will continue to arrive over the next several months to help keep up with the demand.

Connect the Community

In March, Community Librarian Victoria visited the new location for the Outreach Resource Center (ORC), a vital hub of services, hot food, and mobile showers operated by the Society to End Homelessness in Burnaby. Due to the closure of their regular location at the Neighbourhood Church, they moved to a new location which is 5-minute walk from the Tommy Douglas Library. Victoria connected with regular ORC visitors and service providers to ensure that connections are maintained during this time of transition. She encouraged them to visit the Tommy Douglas Library as part of their Thursday morning routines.

Burnaby Dudes Club

After a brief hiatus, Auxiliary Librarian Patrick and Manager of Community Development, Noreen, visited the Burnaby Dudes Club, an Indigenous-guided and peer driven group dedicated to men’s health and wellness, at the end of January. Staff shared a meal with the Dudes and chatted with them about their information needs. Since January, Patrick has been visiting the Burnaby Dudes Club regularly and sharing resources on things such as replacing personal identification, getting connected to medical supports, and accessing subsidized programs. A couple of the group participants expressed appreciation for the harm reduction supplies: snacks, juice boxes, water and bus tickets, available to all library patrons.

English Conversation Circle

Adult Public Services Librarian Yasmin led an English Conversation Circle at the Cameron Library where they discussed the difficult and challenging topic of war. Yasmin reported: “Students spoke about the human cost of conflict, the fear and uncertainty war creates, and how it reshapes families and nations. Several reflected on political challenges in their home countries, offering perspectives shaped by personal experience. Students shared openly and passionately and the room listened with empathy and understanding.

Operating Plan Project Updates

Project	Update
Courtesy Phones	McGill, Tommy Douglas, and Cameron Branch Managers are working with Systems to install phones. Project lead has created communication to share with staff and the public ahead of launch, expected in Q2.
Accessible Services	Staff are continuing to work on prioritizing recommendations from the physical facilities audits from SPARC BC and implementing them where feasible.

Create Welcoming & Innovative Spaces

Provide additional BPL facilities and services to people across Burnaby.

Indigenize the design and naming of library spaces in relation with Host Nations.

Celebrate Burnaby's diverse communities in BPL spaces.

Provide a refuge for people in response to affordability and the climate crisis.

Create accessible, flexible spaces that respond to evolving community needs.

Create physical and digital spaces that inspire play and imagination.

VISITS TO BRANCHES	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
Metrotown	142,891	131,416	11,476	9%
McGill	95,681	93,984	1,697	2%
Tommy Douglas*	74,918	86,755	-11,837	-14%
Cameron	65,906	63,990	1,916	3%
TOTAL	379,396	376,144	3,252	1%

*TD visits is an estimate, as the foot counter camera was broken in January and February.

ONLINE VISITS	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
Website	206,622	201,805	4,817	2%
Catalogue	649,421	587,973	61,448	11%

ROOM USE BY COMMUNITY	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%

GROUPS				
Metrotown	753	777	-24	-3%
McGill	61	13	48	369%
Tommy Douglas	172	189	-8	-4%
TOTAL	986	970	16	2%

Inviting Partners into our Spaces

Community Librarians regularly attend community dinners at Journey Home, an organization focused on supporting refugee claimants, to build relationships with program participants and providing resources that families ask for and creating a welcoming connection to the library. In February, Community Librarian Mariah learned that Journey Home was moving their location to a new building on Kingsway, right near the Tommy Douglas Library. They shared with Mariah that their new building was under construction for a while and expressed a need for space during the interim period. Mariah was able to organize meeting room space at Tommy Douglas for their community dinners, allowing their participants to continue to connect with each other in the neighbourhood. Staff were very appreciative sharing that "[b]eing able to provide continuity and regularity at this program even amidst our office move has been a tremendous gift to our program participants".

Play Chess with Us at McGill



During a day in spring break, our Children’s Librarian Vicki Donoghue and Public Service Librarian Denis Boko challenged kids to play a game of chess at the Service Desk. Children of varying ages came up to make a move at the chess board. This simple, interactive activity engaged kids with imagination, strategy, and problem-solving – all while playfully trying to beat the librarian. The activity created a lively and welcoming environment of play and connection. It also led to some conversations with kids and families about programs and exploring related books.

Increased Digitization in the Digital Studio

Over the first part of this year, interest in digitizing VHS tapes, photos, negatives, 8mm film, and other analog materials has increased in the Digital Studio. Patrons often share personal stories while they preserve memories using the various tools offered in the space. Many patrons are surprised to learn the service is free. In January 2026, the Digital Literacy team delivered two well-attended programs: *Learn about Digitization* and *Learn about Audio Recording*. Increased demand for digitizing family photographs prompted staff to deliver *Digitization Project Planning and Next Steps*, which was a full class of 20 participants.

What's your Dream Library?

At McGill Library, staff regularly pose questions and offer prompts to hear the thoughts of the community and build connections. As part of a greater focus on meeting the needs of school-aged children, staff wanted to learn how to make the children's space more welcoming and responsive. Kids were asked to envision their dream library and were given the prompts: "My dream library makes me feel..." "My dream library has..." and "At my dream library, I can..." and a picture frame sheet to draw or write their response. Many responses suggested comfortable seating as a recurring theme and there was even one request for a lion. Staff will review the submissions to understand our patrons and implement some of the ideas.



Operating Plan Project Updates	
Project	Update
Cultural Celebrations	Begins in Q2.
Indigenous Placemaking	Staff are working to put a written territorial acknowledgement in all four branches. The idea for an Indigenous garden at New Cameron is being explored.
New Cameron	Project lead is working with key departments to create detailed milestones and dependency plans. Project sponsor is working with City departments to determine occupancy date.
Room Guidelines	Guidelines have been updated. Project is complete.

Encourage Curiosity & Learning

Provide library services and collections that feed people's curiosity, learning and imagination.

Engage library users in advancing equity issues.

Engage library users in understanding the impacts of settler colonialism, and ways in which we can advance Truth and Reconciliation.

Increase information literacy and civic engagement among library users.

Facilitate community participation in brave dialogues on big issues.

CIRCULATION – PHYSICAL ITEMS	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	667,157	670,982	-3,825	-1%

CIRCULATION – DIGITAL	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	139,308	125,314	13,994	11%

TECHNOLOGY USE	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
Computer Sessions	62,65	48,188	14,177	23%
Digital Studio Sessions	903	763	140	16%
TOTAL	63,268	48,951	14,3317	23%

PROGRAMS	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	232	234	-2	-1%

DIGITAL RESOURCES	Q1 2026	Q1 2025	Increase/Decrease	
			Number	%
	29,187	31,542	-2,355	-8%

Civic Participation Program

Librarian Lorraine hosted two interactive programs at McGill Library in partnership with the not-for-profit organization, Women Transforming Cities, focused on supporting equitable access to civic knowledge and participation during Burnaby's municipal election year. The first program, *Understanding Local Government*, increased participants' awareness of how municipal decisions are made on a local level and how residents can effectively raise concerns and influence policy. The second program, *Organize for Change*, equipped participants with practical community-organizing frameworks,

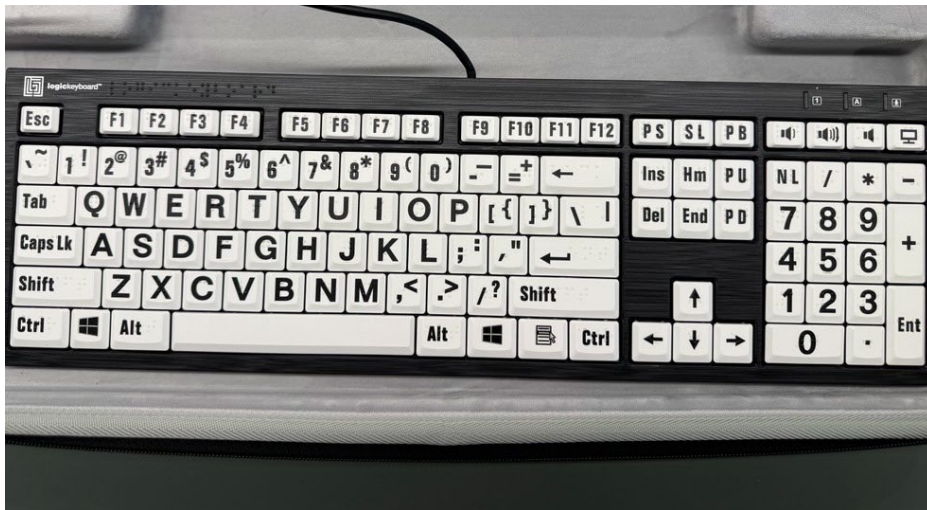
strengthening their capacity to build collective changes and advocate for community priorities through community organizing. The programs attracted a wide range of participants, from seniors to young adults, newcomers to longtime Burnaby residents.

Engagement Support for Burnaby Parks, Recreation and Culture

From mid-March until April, Metrotown, McGill, and Tommy Douglas branches hosted passive engagement stations to support Burnaby Parks, Recreation and Culture (PRC) in gathering feedback for their draft plan "Making Life Better". These stations featured information boards and comments cards for the public to help shape the vision for how PRC design and deliver public spaces and programs for the next 25 years. Hundreds of comment cards were collected by PRC at the end of the campaign, demonstrating BPL's ability to connect Burnaby citizens with their community. BPL branches will continue to look for ways to support civic engagement and collaborate with other city departments.

Accessibility Keyboards

Four braille and large print accessibility keyboards were added to the Library's collection. Patrons can borrow a keyboard for in-library use with a Library computer or with their own devices.



Operating Plan Project Updates	
Project	Update
Accessible Program Framework	Begins Q3.
Readers' Advisory Strategy	Strategy has been drafted. Project leads will share for review and implementation in Q2.
Self-serve Checkout Replacement	Library staff have finished the requirements

	gathering, scoping and drafting of the RFP for this project. Negotiations and contracting are expected to complete in Q2, with replacement of self-serve checkout machines beginning early in Q3.
Curiosity Collection	Work is underway on draft guidelines and procedures for growing and supporting the Curiosity Collection and Visitor Services Collection. A refresh and expansion of the collection will begin in Q2.
Program Evaluation Framework	Begins Q3.

Strengthen Organizational Culture

Encourage connection, creativity and fun.
Weave equity, diversity, inclusion and accessibility into BPL’s culture and governance.
Strengthen staff and trustee commitment to the principles of Truth and Reconciliation.
Support staff mental health and wellness.
Balance the goals of the organization with the capacity and resources needed.
Support a learning culture for staff and trustees.
Create a supportive environment where members of equity deserving groups can lead and shape the organization.

Online Scheduling Software Launched

At the end of March, a new online scheduling software was launched with training for 200 public service staff. The new software allows staff to view their schedules, request open shifts, and manage their own communication. The software, RecStaff, was selected based on a review of requirements and understanding of tools used by the City of Burnaby and other libraries. The new software will result in reduced scheduling errors, increased transparency for shift assignments, and improved communication.

Next steps involve rolling out the software to additional library departments.

Respectful Workplace

As part of the Respectful Workplace project, the project team led four staff feedback sessions to gather input. Fourteen staff from across different branches and job roles met in small groups to look at draft materials, offer suggestions, and share on areas where we could improve. Everyone involved gave really thoughtful feedback, and the project team, currently Chief Librarian Jackie, Community Librarian Emily, and Human Resources Manager Sharon are now working to incorporate the suggested changes and additions to the respectful workplace policy and supporting documentation.

UBC Visit

In March, Children & Teen Services Coordinator, Nicole, and Manager, Community Development, Noreen, visited a UBC School of Information class. There, they spoke to an eager group of library school students about community-led philosophy and practices, and how to apply those strategies when serving teens and tweens. The students had many thoughtful questions and were interested in learning how to relate what they were studying to practical applications.

Operating Plan Project Updates	
Project	Update
Incident Response	Debriefing guidelines have been drafted and project team is working on developing crew talks for key incident response themes.
Incident Reporting	Project expected to start in Q3
Indigenous Learning	Project sponsor is exploring training possibilities with the City.
Anti-Racism Commitments	Work is ongoing for the project to revise BPL's respectful workplace policy, implement safer spaces recommendations, and develop a framework to help staff do their work through an anti-racism lens.
Online Time Entry	Begins Q3 2026.
Support Staff Mental Health	Begins Q4 2026.
Privacy Audit Recommendations	High priority recommendations have been identified for implementation in 2026. Work is also underway to update the library's Privacy Management Program.
Staff Involvement in EDIA Work	Ongoing work with further updates to be provided in Q2 2026.
Customer Service Training	Begins Q3 2026.
Circulation Tasks	Project team is finalizing task instructions.
Staffing Levels	Project recommendation under review.
Scheduling Software	The first-phase rollout of new scheduling software is underway. Public service staff, schedulers and managers have received training on the software, and schedulers began using it to schedule staff in March. A second-phase rollout to other departments is planned for Q4 2026.

Stories, comments and suggestions from patrons

“We received some great feedback about the multilingual collection yesterday! One patron was registering for a BPL library card and said it was the first library she had found that had books in Persian, and previously she just had to order books herself. Another patron came in specifically to get a Portuguese First Language Kit because their family speaks the language and is teaching their young daughter. And another patron shared feedback about the excellent Korean collection”

BPL public service staff message to Collections team

“The Digital Studio is awesome! Thank you so much for showing it to me. I had a huge pile of VHS I wanted to digitize, and now I can. It’s amazing what I can do at the library.”

Library patron

“I wanted to thank you for the educational session on municipal politics in Burnaby. I found it engaging, informative, and well presented.”

Library patron who attended a civic participation program

“I just want to take this opportunity to say thank you. I so do appreciate the Library. The fact I can actually talk to real people and not going down some digital or AI rabbit hole to get any assistance is such a relief. The staff are professional, helpful and very courteous. It’s a rarity these days when you deal with most organizations these days.”

Email from library patron

Every time I get a new shopping bag from the Library, it’s like Christmas Eve.”

HLAS patron

“If I want to see the headlines, or get a different point of view on something, I can! It’s marvelous.”

HLAS patron discovering Pressreader

“Love the McGill Branch library. Staff is very helpful. Great selection of books. There are not enough good things I can say!”

Patron Email Submission

BPL has the best website. It offers so many options if you don't find what you are initially looking for - or think what you are looking for!

Patron Email Submission

The library catalog and the hold feature is game changing. My life has changed. Thanks for inspiring me to read more and make positive changes to my life

Patron Email Submission

"I did not think my opinion of Burnaby Public Library could be higher but then I discovered Kanopy. What a wonderful service for library patrons and 20 credits monthly. Thank you, thank you, thank you."

Library patron

One of our community partners shared a story about how a library field trip changed her son's library experience and how much he came to love spending time there. Initially, her son, who was a kindergartner, did not understand why he had to go to the library to borrow books and did not enjoy spending time there until his class went on a field trip to the Metrotown Library last year. However, things changed completely after he discovered all the things to enjoy at the library and made his own library card. Now, his mom shares that going to the library with her son has become a weekly routine. She says her son carries his own library card and even bought a separate wallet just for the card, feeling a great sense of pride every time he borrows a book. He enjoys reading not only English books but also books in his parents' home language. He has now even learned how to place the books he wants to read on hold, so he visits the library to check if his holds are ready. If the library field trip was just the beginning, it was amazing to see how the caregiver's interest and effort helped the child grow into someone who loves libraries and books.

Jackie Flowers
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY