



## BPL Board Agenda

### Regular Meeting

**Date** Thursday, October 15, 2026  
**Time** 6:00pm  
**Location** Boardroom  
 Bob Prittie Metrotown  
 6100 Willingdon Ave, Burnaby, BC, V5H 4N5

**Chair** Anna Lu

*We respectfully acknowledge that Burnaby Public Library is located on the unceded territories of the [xʷməθkʷəy̓əm \(Mysqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [səlilwətaʔ \(Tsleil-Waututh\)](#), 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 Sept 17, 2026 as circulated. |        |          |
| 3. Delegation                                                                                   |        |          |
| 3.1 Peter Cech – Teen Spaces                                                                    | 10 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 Policy Updates (A3, C2)                                                                     | 15 min | 1-5      |
| 5.2 2027 Meeting Dates                                                                          | 5 min  | 6        |
| 5.3 Accessibility Grant Letter of Support                                                       | 5 min  | 7        |
| 5.4 Strategic Plan 2028-2031(verbal)                                                            | 5 min  |          |

| AGENDA                                                                                                                                                                                                       | TIME   | PAGE NO. |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|
| 6. Items for Information                                                                                                                                                                                     |        |          |
| 6.1 Quarterly Report Q3                                                                                                                                                                                      | 10 min | 8-19     |
| 6.2 McGill 25th Anniversary (verbal)                                                                                                                                                                         | 5 min  |          |
| 6.3 Equity Working Groups (verbal)                                                                                                                                                                           | 5 min  |          |
| 7. Other Business                                                                                                                                                                                            |        |          |
| 8. Next Library Board Meeting                                                                                                                                                                                |        |          |
| November 19, 2026 at 6:00pm at the Bob Prittie<br>Metrotown branch.                                                                                                                                          |        |          |
| 9. Adjournment                                                                                                                                                                                               |        |          |
| 9.1 <b>Motion</b> that the regular meeting adjourn and that<br>the Board resolve itself into an in camera meeting<br>from which the public is excluded to consider<br>financial information and patron bans. |        |          |



## A3. Board Roles and Operations

### Objective

The purpose of this policy is to establish how the Burnaby Public Library Board operates and to define roles and responsibilities of individual trustees and the Chief Librarian.

### Policy Statement and Details

#### Library Board Appointments

The Library Board member appointed from City Council holds office for one year, or for the remainder of the year during which the trustee is appointed, and shall be eligible for reappointment.

The eight regular members of the Library Board are appointed by City Council for a term of two years. ~~A member is eligible for reappointment, but no member may serve for more than 8 consecutive years, and are eligible for reappointment to a maximum of four complete terms.~~

Any vacancy on the Library Board arising from any cause other than the expiration of the term for which the trustee was appointed shall be filled for the unexpired portion of the term only, by an appointment to be made by City Council.

#### Library Board Roles

~~Following~~ During the ~~first inaugural~~ meeting of the Library Board each year, but no later than the Board's February meeting, the Board shall elect from among its members a Chair and a Vice-Chair. These officers shall be elected for a term of one year and may be eligible for re-election for not more than two additional one-year terms.

~~During the first meeting of the Library Board each year~~ Following the inaugural meeting of the Library Board, but no later than its February meeting, the Board shall appoint an InterLINK Board Representative and an alternate.

The Chief Librarian, or designate, is the secretary to the Board and shall be present at all Board meetings, except those meetings or portions of meetings that deal with the Chief Librarian's salary or performance review. The Chief Librarian is a non-voting member of the Library Board.

#### Board Meetings

The Library Board must meet at regular intervals at least six (6) times a year. Copies of regular meeting agendas and minutes of the Library Board shall be available for public information.

A majority of all the members of the Library Board is a quorum. No motions may be made or passed without quorum.



## Public Attendance at Board Meetings

Regular meetings of the Library Board shall be open to the public.

Attendees must follow the Library's Code of Conduct, which states that users must be respectful, safe and responsible, and that racism, transphobia, homophobia, and any other form of discrimination, harassment and verbal abuse will not be tolerated.

Members of the public who attend Library Board meetings can only speak if invited to do so by the meeting chair.

No placards, signs or flags can be brought into Library Board meetings.

~~Reports, petitions and other submissions by the public to the Burnaby Public Library Board must be submitted to the Chief Librarian's office in writing not less than fourteen (14) days prior to the regular monthly meeting of the Board.~~

Persons wishing to appear before the Burnaby Public Library Board as a delegation must make written application to the Chief Librarian's office not less than ~~fourteen (14)~~eight (8) business days prior to the regular monthly meeting of the Library Board. The application must include the name of the delegation, the organization they represent (if applicable), the topic to be discussed, ~~and~~ the purpose of the delegation, and any written submissions and presentation materials.

Reports, petitions, submissions and delegations must fall within the Library Board's jurisdiction and mandate. The Board Chair will determine whether it is appropriate for the Library Board to receive a report, petition or submission, or to hear a delegation.

Upon approval, the delegation presentation shall be limited to ~~ten-five (105)~~ minutes, with additional time for questions of the delegation from trustees at the discretion of the Chair. ~~Any written or presentation materials must be submitted to the Chief Librarian's office seven (7) days prior to the meeting at which the delegation will appear.~~

No person or group shall address the Board on the same subject within six (6) months without new, significant information being presented.

Unless the Board unanimously resolves to immediately address the issue brought forward by the delegation, no decision on the requested action, if presented, will be made during the meeting at which a delegation is made. Following the delegation, the Board may refer the issue to the next, or another meeting, of the Board or to the Chief Librarian for a report.

## In Camera Meetings

The Board may hold an in camera meeting only if the subject matter being considered is related to:



## Burnaby Public Library Board Policy

- the security of the Library
- personal information of an individual, including an employee of the Library
- the Chief Librarian's performance and pay review
- proposed or pending property acquisition
- labour relations or negotiations
- litigation, potential litigation or other legal matters
- any matter that would cause financial or economic harm to the Library or to the relationship between the Library and the government or other public bodies

A motion to move in camera shall include the reason for holding the meeting in camera.

Minutes of any in camera meeting shall be available only to the Chief Librarian and members of the Board, subject to the provisions of the BC Freedom of Information and Protection of Privacy Act.

### Board Committees

Committees act in an advisory capacity and exist to assist the Board in fulfilling its governance responsibilities.

There are ~~three~~ two standing committees of the Board:

- The Finance Committee reviews financial reports pertaining to operating, capital and endowment funds ~~budgets and actuals~~
- ~~The Planning and Advocacy Committee guides the library's strategic planning process and reviews large-scale promotion or advocacy work~~
- 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

Following the ~~inaugural~~ first meeting in a calendar year of the Library Board but not later than its March meeting, the Board shall appoint from among its members a ~~e~~Chair and members of standing committees. Each committee shall have a minimum of three members and a maximum of five members, inclusive of the Chair.

Each committee shall develop and maintain terms of reference, a calendar of meetings and a list of deliverables.

Ad hoc committees may be established by motion of the Board to deal with special matters before the Board (i.e. strategic planning, advocacy, etc.). Ad hoc committees may have any number of members. If not appointed by the Board, the Committee Chair will be elected at the committee's first meeting. Upon completion of its assignment, an ad hoc committee shall be discharged by motion of the Board.

A quorum shall be a majority of committee members present. Recommendations to the Board can only be made through committee meetings where quorum was present.



## Burnaby Public Library Board Policy

The Chair of the Board shall be a member ex officio and shall participate and vote as any other member. The Chair of the Board is not counted when determining the number of members required for quorum.

The Chief Librarian, or designate, is the secretary to all committees of the Board and shall be present at all committee meetings, except those meetings or portions of meetings that deal with the Chief Librarian's salary or performance review. The Chief Librarian is a non-voting member of Board committees.

**Last Reviewed:** ~~2025-04-18~~ 2026-10-15

**Signed:** \_\_\_\_\_

*Anna Lu, Library Board Chair*



## C2. User Fees & Charges

### Objective

The purpose of this policy is to identify fees and charges that may be issued by Burnaby Public Library. ~~affirm Burnaby Public Library's commitment to free library service and to identify exceptions where fees may be charged.~~

### Policy Statement and Details

Burnaby Public Library is, and must be seen to be, an institution available to all members of the community. Burnaby Public Library will not charge fees to enter buildings, borrow collection items or access information except as noted below. ~~To do~~ Doing so would inhibit access for those unable to pay and has the potential to allow those with greater ability to pay to unduly influence the development of library services.

#### Fees may be charged for :

- use of materials and supplies (i.e. printing, copying, Maker Space technology)
- special memberships (for persons living outside Burnaby who do not qualify for any other membership)
- meeting spaces
- replacement cost of lost or damaged items, technology or equipment
- other services where fees are levied by an external service provider (i.e. interlibrary charges by lending library)

~~The Library may charge such fees or impose such fines and other penalties as it deems necessary in order to ensure fair use of its services or to ensure return of borrowed material. However, t~~ The library has also long established its commitment to access and inclusion through an empathetic approach to ~~fin~~ and charges that allows staff to use their judgment in the waiving or reducing of charges for patrons.

~~When a library service or product benefits an individual and not other library users (e.g. photocopies), the library may levy a fee.~~

~~The library may pass on to the user charges levied by external service providers, for example interlibrary loan when a charge is made by the lending library.~~

**Last Reviewed:** ~~2019-12-12~~ 2026-10-15



---

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

**FROM** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** OCTOBER 15, 2026

**SUBJECT:** BOARD MEETING DATES

---

**RECOMMENDATION:**

**THAT** The Library Board approve the meeting dates below for 2027.

**REPORT**

Section 8(1) of the Library Act states that “The library board must meet at regular intervals at least 6 times a year.”

The Board schedule was developed using the existing practices:

- the board meets eight times a year
- board meetings start at 6pm
- the board meetings will be conducted in person, rotating meetings between all branches
- that board meetings take place on the third Thursday of the month.

The following schedule of board meetings is proposed:

|                          |                         |
|--------------------------|-------------------------|
| January 21 (Metrotown)   | July 15 (Metrotown)     |
| February 18 (Metrotown)  | September 16 (Cameron)  |
| April 15 (Tommy Douglas) | October 21 (Metrotown)  |
| May 20 (McGill)          | November 18 (Metrotown) |

Calendar invites will be shared with trustees once meeting dates are approved

Jackie Flowers  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

October 15, 2026

Dear SPARC BC staff, and representatives from the Accessibility Directorate,

On behalf of the Burnaby Public Library Board, I am writing to provide a letter of support for the Burnaby Public Library's application to the Local Community Accessibility Grant Program.

The Burnaby Public Library (BPL) participates in the City of Burnaby's Access Advisory Committee. The City of Burnaby adopted its Accessibility Plan in May 2025 which includes 37 actions that lay a framework for how we can work towards a more accessible city and library system. In 2025, BPL also undertook several audits facilitated through SPARC BC that identified areas where greater accessibility could be achieved at BPL. While there is Library Board, Access Advisory Committee and staff support to undertake this important work, a fiscal commitment is necessary to make many of these initiatives a reality. Therefore, we are requesting \$25,000 from the Local Community Accessibility Grant Program to pursue the following:

- Implementation of three automatic door openers: one public washroom door and two program room doors located at two branch locations in order to create a more accessible built environment for those with disabilities.
- Creating a collection of noise-cancelling headphones that can be used by library patrons at all branch locations. As a public space, we can offer tools to help create a more comfortable environment for those who may experience sensitivities to noise.

Burnaby Public Library has long been committed to removing barriers for people with disabilities. BPL's mission is to create inclusive spaces where people can gather, learn and play. As we strive to create more welcoming spaces for all library patrons, visitors and staff, this funding will make a significant impact on creating a library that is more accessible to the community that it serves. Thank you for your consideration.

Sincerely,

Anna Lu  
Chair, Burnaby Public Library Board

---

6100 Willingdon Ave., Burnaby, British Columbia, Canada V5H 4N5 <https://bpl.bc.ca/>

*Burnaby Public Library is located on the unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), səliłwətał (Tsleil-Waututh), and kʷikwə́łəm (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.*



---

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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** OCTOBER 15, 2026

**SUBJECT:** STRATEGIC PLAN REPORT Q3 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. |

| NEW MEMBERS | Q3<br>2026 | Q3<br>2025 | Increase/Decrease |     | Notes |
|-------------|------------|------------|-------------------|-----|-------|
|             |            |            | Number            | %   |       |
|             | 7,069      | 7,571      | -502              | -7% |       |

| HLAS – PATRONS<br>SERVED | Q3<br>2026 | Q3<br>2025 | Increase/Decrease |    | Notes |
|--------------------------|------------|------------|-------------------|----|-------|
|                          |            |            | Number            | %  |       |
|                          | 794        | 725        | 69                | 9% |       |

| COMMUNITY<br>WORK – VISITS | Q3<br>2026 | Q3<br>2025 | Increase/Decrease |      | Notes                                                |
|----------------------------|------------|------------|-------------------|------|------------------------------------------------------|
|                            |            |            | Number            | %    |                                                      |
|                            | 130        | 163        | -33               | -25% | Staffing vacancies<br>has impacted visits<br>in 2026 |

### BC Housing Program

Library staff often receive questions about housing applications. To help meet this need, the Adult Public Service team partnered with BC Housing to offer information sessions on housing supports and resources. The first session, held September 23 at the Bob Prittie Metrotown branch, covered subsidized housing, SAFER, and the BC Rebate for Accessible Home Adaptations (RAHA). The session was well attended, and presenters provided clear, helpful answers on topics that can be complex but are essential for many residents.

### Improvements to Public Printing

New print management software has been introduced on public computers at all branches. The upgrade simplifies printing by making it easier for patrons to send documents to printers. Patrons can also view their available free print credits when signing in, creating a more transparent and user-friendly experience.

### Help at the Food Bank

Community Librarian Logan regularly connects with community members at Ryan's Rainbow Emergency Food Outreach. Through ongoing conversations in English and Spanish, Logan learned that one family was struggling with employment and financial insecurity for several years. By sharing information about library programs related to BC Housing, WorkBC, and provincial supports, the family was able to apply for financial assistance they had not known they qualified for and expressed gratitude for the library's support.

### Home Delivery

A regular Home Library & Accessible Service (HLAS) patron recently visited to exchange audiobook discs and shared that recent surgery had significantly affected their vision. Staff also learned that the patron had been selecting materials for their partner, who also had limited mobility. Recognizing the couple's changing circumstances, staff introduced them to HLAS home delivery, a service they had not realized was available to them. The couple was pleased to have a new way to continue accessing library materials and maintain their connection to the library.

### Fraser Park Youth Custody Centre Summer Programs

This summer the teen services team once again provided access to Teen Summer Reading Club at the Fraser Park Youth Custody Centre. The youth had the chance to win a prize in weekly draws for submitting book reviews or creating a comic. We were also able to add many new books to the collection and offer activities for the youth to enjoy.

## Welcome to Burnaby Fair

Adult Public Services Coordinator Jamie and Children's Librarian Sue attended the Welcome to Burnaby Fair on September 18 at Burnaby Village Museum. Organized by the Burnaby Intercultural Planning Table, the event connected newcomers and residents with community resources and cultural activities. More than 100 people visited the BPL booth, where staff highlighted library collections, technology resources, and programs, while answering questions on topics ranging from employment to artificial intelligence and the upcoming municipal election.



## Burnaby Pride

BPL staff were pleased to participate in Burnaby's Pride Celebration at Civic Square in July. At the library booth, staff distributed Pride and pronoun pins and offered a variety of engaging activities, including a media recommendation wall and a bookmark-making station. The event provided an opportunity to connect with community members, celebrate inclusion, and share information about library services and resources.

## Courtesy phone connecting people and resources

Tommy Douglas staff see the difference the courtesy phone makes as patrons of all ages can connect with family, make calls to access resources, book appointments, and manage other important daily tasks.

### Operating Plan Project Updates

| Project                | Update                                                                                                                                                                                                                                                     |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Courtesy Phone Project | Phones have been fully operational since June 2026. Three month evaluation completed in September 2026. Project COMPLETE.                                                                                                                                  |
| Accessible Services    | BPL participation on the City of Burnaby's Access Advisory Committee is ongoing. Staff are continuing to work on recommendations from SPARC BC audits for BPL facilities as feasible. Application for accessibility grant to be submitted in October 2026. |

## 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<br>BRANCHES | Q3 2026        | Q3<br>2025     | Increase/Decrease |              |                                                                                                                           |
|-----------------------|----------------|----------------|-------------------|--------------|---------------------------------------------------------------------------------------------------------------------------|
|                       |                |                | Number            | %            |                                                                                                                           |
| Metrotown             | 166,096        | 164,343        | 1,753             | 1.1%         |                                                                                                                           |
| McGill                | 100,551        | 98,603         | 1,948             | 2%           |                                                                                                                           |
| Tommy Douglas*        | 77,236         | 86,182         | -8,947            | -10.4%       | Following the replacement of our counter cameras in Feb 2026, there has been a notable decrease in reported foot traffic. |
| Cameron               | 61,006         | 64,440         | -3,434            | -5.3%        |                                                                                                                           |
| <b>TOTAL</b>          | <b>404,889</b> | <b>413,568</b> | <b>-8,680</b>     | <b>-2.1%</b> |                                                                                                                           |

| ONLINE<br>VISITS | Q3 2026   | Q3<br>2025 | Increase/Decrease |       | Notes                                                                                                                  |
|------------------|-----------|------------|-------------------|-------|------------------------------------------------------------------------------------------------------------------------|
|                  |           |            | Number            | %     |                                                                                                                        |
| Website          | 404,889   | 413,568    | -8,680            | -2%   |                                                                                                                        |
| Catalogue        | 1,649,283 | 803,698    | 845,585           | 51.3% | In August 2026, Google Analytics reports identified false surge in traffic which affected catalogue visits that month. |

| ROOM USE BY<br>COMMUNITY<br>GROUPS | Q3 2026    | Q3<br>2025 | Increase/Decrease |             |                                                                                                                 |
|------------------------------------|------------|------------|-------------------|-------------|-----------------------------------------------------------------------------------------------------------------|
|                                    |            |            | Number            | %           |                                                                                                                 |
| Metrotown                          | 767        | 804        | -37               | -4.6%       |                                                                                                                 |
| McGill                             | 51         | 38         | 13                | 34.2%       | Comparative increase may be related to McGill's community room reopening to the public partway through Q3 2025. |
| Tommy Douglas                      | 154        | 132        | 22                | 16.7%       |                                                                                                                 |
| <b>TOTAL</b>                       | <b>972</b> | <b>974</b> | <b>-2</b>         | <b>0.2%</b> |                                                                                                                 |

### **No Longer Feeling Disconnected**

Auxiliary Librarian Patrick had been regularly visiting the Burnaby Dudes Club since the beginning of 2026. The Burnaby Dudes Club is an Indigenous-guided and community driven initiative that offers a place for men to foster genuine connection through shared meals and activities that nurture well-being; many of the dudes who attend may be experiencing job loss, food insecurity and/or homelessness. While on shift at the Tommy Douglas branch, Patrick encountered one of the participants that he met through the Dudes Club. The individual was feeling stressed out because his cell phone had recently stopped working. Without access to his personal numbers, he was feeling isolated from his community. Patrick helped connect with the individual's family and helped him find the phone numbers of the community members they both knew from the Dudes Club. Together, they worked out a plan for getting a new phone and gaining access to the contacts list. After, the patron expressed how much better he felt and how important it was for him to be able to come into the library and get help from somebody he already knew from the community.

### **Air curtain at Bob Prittie Metrotown Library**

Air curtains have been installed at both sliding-door entrances to the Bob Prittie Metrotown Branch. The air curtains help prevent cold outdoor air from entering the building, improving comfort in the foyer during the winter months. Previously, the sliding doors had to sometimes be closed during colder weather and patrons redirected to a side entrance. This improvement will allow the main entrances to remain open while increasing energy efficiency, improving comfort for patrons and staff, and reducing the need for space heaters.

### **Topping Off Ceremony of the Cameron Community Centre and Library**

Construction of the new Cameron Community Centre & Library continues to advance steadily. In July, project partners gathered for a special topping-off ceremony to celebrate an important milestone in the building's construction: the installation of the final roof panel. The ceremony marked the completion of a significant phase of the project and provided an opportunity to recognize how quickly the building's construction is progressing.



## Operating Plan Project Updates

| Project                | Update                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indigenous Placemaking | Staff are working with the City's Indigenous Relations and Reconciliation Department to finalize territorial acknowledgements to be displayed in all branch locations.                                                                                                                                                                                                          |
| Cultural Celebrations  | Staff are working with community partners to plan a cultural celebration for 2027.                                                                                                                                                                                                                                                                                              |
| New Cameron            | This quarter staff participated in design workshops led by the Chief Librarian to continue work on developing new services, spaces and experiences for the new Cameron Library. Weekly meetings with the City of Burnaby's Civic Project team have begun to ensure that furniture, equipment and design considerations are discussed and decisions are documented and advanced. |

## 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 –<br>PHYSICAL ITEMS | Q3<br>2026 | Q3 2025 | Increase/Decrease |     |
|---------------------------------|------------|---------|-------------------|-----|
|                                 |            |         | Number            | %   |
|                                 | 697,294    | 707,668 | -10,374           | -1% |

| CIRCULATION –<br>DIGITAL | Q3<br>2026 | Q3 2025 | Increase/Decrease |     |
|--------------------------|------------|---------|-------------------|-----|
|                          |            |         | Number            | %   |
|                          | 147,020    | 130,445 | 16,575            | 11% |

| TECHNOLOGY USE          | Q3<br>2026 | Q3 2025 | Increase/Decrease |      |
|-------------------------|------------|---------|-------------------|------|
|                         |            |         | Number            | %    |
| Computer Sessions       | 62,957     | 64,659  | -1,702            | -3%  |
| Digital Studio Sessions | 840        | 921     | -81               | -10% |

|              |               |               |               |            |
|--------------|---------------|---------------|---------------|------------|
| <b>TOTAL</b> | <b>63,797</b> | <b>65,580</b> | <b>-1,783</b> | <b>-3%</b> |
|--------------|---------------|---------------|---------------|------------|

| <b>PROGRAMS</b> | <b>Q3<br/>2026</b> | <b>Q3<br/>2025</b> | <b>Increase/Decrease</b> |          |
|-----------------|--------------------|--------------------|--------------------------|----------|
|                 |                    |                    | <b>Number</b>            | <b>%</b> |
|                 | 187                | 194                | -7                       | -4%      |

| <b>DIGITAL<br/>RESOURCES</b> | <b>Q3<br/>2026</b> | <b>Q3<br/>2025</b> | <b>Increase/Decrease</b> |          |
|------------------------------|--------------------|--------------------|--------------------------|----------|
|                              |                    |                    | <b>Number</b>            | <b>%</b> |
|                              | 28,812             | 29,176             | -364                     | -1%      |

### **RESIST! Reading Nook with Burnaby Art Gallery**

This summer, the Collections and Readers' Advisory teams collaborated with the Burnaby Art Gallery on the creation of the "RESIST! Reading Nook" for their fall exhibition which opened in September. This Reading Nook includes works by the artists featured in the exhibition and a variety of other fiction, non-fiction, and graphic novels for all ages on themes such as art, self-expression, and activism. Feedback received from patrons included: "Thank you for contributing material to the reading nook at the Burnaby Art Gallery for the exhibit Resist. It was a pleasure to sit down and discover new graphic novels I could borrow from the Library. The books were carefully curated to match the exhibit and they really made you think."



Photo credit: The RESIST! Reading Nook, installation view of RESIST!, Burnaby Art Gallery, September 11–November 15, 2026. Photography: Blaine Campbell

### **Repair Series**

The Tommy Douglas Library hosted two programs this quarter as part of a new Repair Series designed to help patrons extend the life of their belongings while reducing waste.

The series featured two hands-on workshops: *Introduction to Sewing by Hand* with Tina Johnston and *The ABCs of Bicycle Maintenance* with the local non-profit Advancing Cycling for Everyone (ACE).

The sewing workshop introduced participants to practical mending skills and was positively received. Attendees noted a lack of opportunities in Burnaby to learn basic sewing skills and expressed interest in future sessions on patching. The bicycle maintenance workshop attracted 27 participants, who learned about air, brakes and chains, basic bicycle components, and how to identify needed repairs.

Both workshops provided useful insights for planning the new Cameron Makerspace, which is intended to include tools that support everyday repairs and sustainability.

### **National Day for Truth and Reconciliation**

In recognition of the importance of the National Day for Truth and Reconciliation, BPL created new featured book lists on the topic for all ages on our website, displayed books from our collection by Indigenous authors at Burnaby City Hall, discussed Orange Shirt Day in English Conversation Circles, and hosted an Author Talk with Musqueam Elder Larry Grant and Scott Steedman. In the program, Elder Grant and Steedman spoke about their recent moving memoir *Reconciling: A Lifelong Struggle to Belong*.

Elder Grant discussed his experience growing up on both the Musqueam Reserve and in Vancouver's Chinatown, and shared his thoughts on reconciliation and the path forward for First Nations and Canada.

The program was well attended (32 participants) and attendees engaged by asking questions at the end.

Patron feedback afterwards was overwhelming positive with many attendees expressing an interest in the library hosting more visits from Indigenous creators for the future.



### **Local General Election**

With the Local General Election fast approaching on October 17, the Library hosted the City's Legislative Services department to offer another session of "Your City, Your Choice! An Introduction to Burnaby's 2026 General Local Election" at McGill Library. The election was chosen as a topic for English Conversation Circles with participants discussing how local elections work in BC and how they may be different than elections where attendees lived before.

### **Memory Kits and Isolated Seniors**

Community Librarian Logan brought a Memory Kit along with him when he visited the Senior's Group at Tian Jin Temple. This group brings together isolated seniors that live in the nearby BC Housing complexes and from all over Burnaby. Members of the group who typically do not participate in group activities or games began using the Memory Kit and commented that the interactive nature of the games were something new and unique that they appreciated. Many in the group have experienced memory loss and can sometimes be hesitant to try new or unfamiliar activities. Favourite activities included a 35 piece puzzle, dry-erase crossword, and especially the aquapaint activity, an activity where you "paint" with a paintbrush dipped in water to reveal an image on a reusable canvas.

### **Summer Reading Club 2026**

This year's BC Summer Reading Club invited children to explore the theme *Under the Sea*. Throughout the summer, BPL's children's librarians created rotating, self-directed ocean-themed activities for children and families to enjoy during their library visits. Participation increased this year, with more than 7,000 children registering for the Summer Reading Club.



In late August, the Tommy Douglas and Metrotown branches celebrated participants' summer reading achievements with special events featuring crafts, play activities, and a photo station. Children also had the opportunity to receive their Summer Reading Club medals from special guests, including Mayor Mike Hurley, City Councillors, MLAs, MPs and BPL Trustees.

### **Julia's Studio Workshops**

Teen Services provided eight Julia's Studio workshops this summer. Many of our summer programs were just for teens between the ages of 13 – 19 including Diamond Painting, Woven Hemp Jewelry, Custom Rainbow Prints, Summer Window Decorating, and Junk Journalling. New this year, we provided two Botanical Lego programs for older tweens and younger teens between the ages 11 – 15. Julia's Studio is made possible through the generosity of donors in memory of Julia Nelson, a BPL Teen Services Librarian.

In addition to the workshops, Teen Services also provided informal creative activities in our Teen Spaces this summer. Teens using the Temporary Cameron Teen Space were prompted to design bookmarks and share their creations on the art wall in the Teen Space.

### **Adult Summer Reading Club**

The third annual Adult Summer Reading Club took place this summer and aimed to encourage adults to read for pleasure and engage with library services during the summer months. This year saw a tremendous growth in participation (120 ballots we returned this year compared to 26 in 2025) and one gift card winner was drawn for each branch. Librarian Maite commented that participant feedback was positive and that patrons valued the program because it motivated them to broaden their reading choices and make reading a social or relaxing summer activity.

| Operating Plan Project Updates  |                                                                                         |
|---------------------------------|-----------------------------------------------------------------------------------------|
| Project                         | Update                                                                                  |
| Accessible Program Framework    | Project to start in 2027.                                                               |
| Readers Advisory Strategy       | Strategy has been shared with key teams and implementation will be complete in Q4 2026. |
| Self-serve Checkout Replacement | In progress of finalizing contract with vendor for replacement machines.                |
| Curiosity Collection            | Currently developing guidelines and plans to expand the collection by the end of 2026.  |
| Program Evaluation Framework    | Project to start in 2027.                                                               |

## 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. |

### Community-Led Libraries at UBC iSchool

Community Librarian Emily was invited to speak at the *Community-Led Libraries* class at the UBC School of Information in September. Emily was asked to speak to BPL's process in developing the *Multilingual Services Strategy* using community-led strategies and tools. The library school students were engaged and asked great questions about community work and how to incorporate community input and voices into planning at a public library.

### **Violence Risk Assessment at Cameron Branch**

Facilities and Finance Manager Franca, working in partnership with the City's Health and Safety Department, initiated a violence risk assessment at Cameron Library, with other branches to follow. The assessment includes an onsite review of the facility, an analysis of past incidents, and a survey to gather staff input. This work builds on the risk assessment completed at Metrotown Library last year and represents the next step in extending this process across all library locations.

| Operating Plan Project Updates |                                                                                                                                                                                                              |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project                        | Update                                                                                                                                                                                                       |
| Incident Response              | Debriefing guidelines and crew talks on de-escalation, code of conduct, and debriefing are being rolled out. The project team completed a wrap up exercise.                                                  |
| Incident Reporting             | Due to staffing changes, project to start in 2027.                                                                                                                                                           |
| Circulation Tasks              | Documentation in final review. Training for existing clerical staff on tasks on track for Q1 2027.                                                                                                           |
| Customer Service Training      | Due to staffing changes, project to start in 2027.                                                                                                                                                           |
| Indigenous Learning            | Learning to be delivered by City of Burnaby as part of staff Learn Days in Q1 2027.                                                                                                                          |
| Anti-Racism Commitments        | Work is ongoing for the project to share BPL's revised 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              | Initial meetings have begun to scope the project.                                                                                                                                                            |
| Support Staff Mental Health    | Begins Q4 2026.                                                                                                                                                                                              |
| Privacy Audit Recommendations  | Ongoing work to implement high-priority recommendations.                                                                                                                                                     |
| Staff Involvement in EDIA Work | Update to be shared at October Board meeting.                                                                                                                                                                |
| Staffing Levels                | Project deliverables under review.                                                                                                                                                                           |
| Scheduling Software            | Scheduling software is fully operational with the public service department. Potential rollout to other departments will begin in O4 2026 or in 2027.                                                        |

## Stories, comments and suggestions from patrons

“First time commenting here: I've been to [the] library twice recently and I am so touched by the services & staff [...]. Thank you all! This doesn't seem enough for what I truly feel but, just really want you all to know how appreciative I am. Libraries are the Best!”

*Introduction to Sewing Comment Card*

“Awesome suite of software on all computers! Really appreciate the open source x free software on all computers, both in and out of the digital studio. Keep it up! Suggestion: please add Krita. [...] Thank you are all the great work you do!”

*Bob Prittie Metrotown Comment Card*

“Came in to digitize an old family VHS tape and am so grateful to James who helped me set up, troubleshoot issues, and answered all my questions. Love how friendly, welcoming, and supportive the staff are here at Bob Prittie Metrotown!”

*Bob Prittie Metrotown Comment Card*

“Computer Basics 101 by Myles [was a] very informative course. Covered a lot of topics. Looking forward to future courses. Thank you to the instructor.”

*Computer Basics 101 Comment Card*

“Nice library, I love it here! Very fun & very lively!”

*Bob Prittie Metrotown Comment Card*

Jackie Flowers  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY