



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 OCTOBER 20

SUBJECT: STRATEGIC PLAN REPORT Q3 2022

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

- Discover and understand our communities' needs and aspirations
- Identify and remove barriers to library services
- Act as a hub, connecting people with each other
- Recognize and celebrate Burnaby's diverse communities

NEW MEMBERS	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Metrotown	1,731	523	-1,208	-70%
McGill	862	1,526	664	77%
Tommy Douglas	787	1,747	960	122%
Cameron	525	878	353	67%
HLAS	42	28	-14	-33%
TOTAL	3,947	4,702	755	19%

HLAS	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Visits	302	328	26	9%
Patrons Served	599	613	14	2%

<i>OUTREACH VISITS</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Adult	110	70	-40	-36%
Teen	25	2	-23	-92%
Children	32	30	-2	-6%
TOTAL	167	102	-65	-39%

<i>OUTREACH CONNECTIONS</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Adult	991	637	-354	-36%
Teen	123	420	297	241%
Children	611	744	133	22%
TOTAL	1,725	1,801	76	4%

Digital literacy at seniors' homes

Peggy, a librarian at McGill, has been visiting senior spaces at Seton Villa and Derby Manor to get to know the residents there. Many of them have technology needs, and visits range from people waiting to ask specific tech questions for their devices to asking for presentations about technology. Every visit is different, and she never knows what questions will be asked.

WiFi hotspots

Over the last couple of months Community Librarians have noticed an increase in demand for WiFi hotspots. All community hotspots have been consistently in use all summer. As more organizations move towards restarting in person programming and services, there also seems to be a shift in the locations that these programs are held. People are gathering outside while the weather is good or shifting services to meet people where they already are instead of in traditional spaces. This has meant that the Community Librarians have been coordinating and supplying hotspots so that people are able to access the Internet wherever they are. This trend has allowed Community Librarians to connect with community members in different spaces such as cooling centres or housing complexes, and it has also emphasized the importance of our community hotspot collection in providing access to an essential means of connection. More WiFi hotspots will be added in the next months using one-time provincial government COVID-recovery funding.

Extreme Heat

This summer, Burnaby experienced several heat events. Being connected to the Burnaby Extreme Heat Response Community Network, Home Library and Accessible Service (HLAS) staff ensured that HLAS patrons were aware of cooling centre information and services available to them so that they could stay cool. Patrons were delighted and surprised that the Library made the effort to call and check on them.

Operating Plan Project Updates

The work of librarians and others in connecting with community is an ongoing priority under this Goal.

2. Encourage Curiosity and Exploration

We will:

- Inspire learning and critical thinking
- Cultivate imagination, creativity and play
- Support skill development and digital knowledge
- Enable creation & sharing

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Adult	266,656	228,275	-38,381	-14%
Teen	28,530	24,232	-4,298	-15%
Children	316,196	295,504	-20,692	-7%
TOTAL	611,382	548,011	-63,371	-10%

<i>CIRCULATION – DIGITAL</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
e-Books	58,667	78,831	20,164	34%
e-Audiobooks	22,850	30,936	8,086	35%

<i>COMPUTER SESSIONS</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Metrotown	7,251	585	-6,666	-92%
McGill	3,757	5,194	1,437	38%
Tommy Douglas	5,337	10,225	4,888	92%
Cameron	2,200	3,343	1,143	52%
TOTAL	18,545	19,347	802	4%

<i>PROGRAMS</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Adult Community Connections	1	7	6	600%
Adult Digital Literacy	0	5	5	0%
Adult Life Long Learning	3	3	0	0%
Other Teen Programs	14	17	3	21%
Other Children Programs	2	6	4	200%
Story Times	12	28	16	133%
Children Digital Literacy	0	0	0	0%
TOTAL	32	66	34	106%

<i>ONE-ON-ONES</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Patron one-on-one sessions	11	20	9	81.8%

<i>DIGITAL RESOURCES</i>	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Movies/Music Streamed	7,395	10,674	3,279	44%
Online Courses Accessed	2,244	5,204	2,960	132%

Overdose Awareness Day display

A community peer art display was hosted in Tommy Douglas for six weeks leading up to International Overdose Awareness Day on August 31, in partnership with Fraser Health’s Public Health - Mental Wellness department. Arranged through the Burnaby Community Action Team (BCAT) and Community Peer Resources (CPR) Network, the display helped to highlight BC’s overdose crisis and reduce the stigmas associated with overdoses on a local level.



In-person conversation circles

In September, Lorraine, a librarian at the McGill branch, hosted the branch’s first in-person adult English conversation circle since the start of the pandemic. Community members were excited to connect with each other in person, with many of them having never gone to the library before. Many were interested in getting library cards and having a guided tour of the library with their families, and are coming early to the next conversation circle to do this.

Bird watching for all

In August, library staff were able to offer a bird watching program for folks that have been part of a local Dementia-Friendly Café. Spending an afternoon at Central Park allowed participants and their caregivers to be in nature and participate in a fun activity that was conducive to social connection with library staff and fellow participants.

Baby Social Program

Services for young children continue with a variety of family storytimes and babytimes happening this quarter. A new addition to programs is a [Baby Social program](#) that allows families to meet each other, form important social connections, and learn about community resources. A librarian is available and special guests are invited. This program provides space for new parents to meet a friend or feel connected. Other family drop-ins in Burnaby are often full or have to restrict the number of people attending, so there is great demand for this kind of service.

Summer Reading Club Wrap Parties

Two special Summer Reading Club wrap parties happened in August and September for children and families. The events were very well received, with 180 people attending at Cameron Library and 325 attending at McGill Library. The more relaxed party atmosphere allowed lots of interaction and fun for everyone. It was great to see board co-chair Sarah Bartnik, Mayor Mike Hurley, and board trustee Ernie Kashima at the events.



Teen Services

In July and August, Teen Services provided a total of 18 online and in-person programs, including 10 Julia's Studio programs that highlighted the iPads with creative software that are

available for teens in the new teen space at the Tommy Douglas library. A total of 179 teens attended programs this summer.

In late August, the Teen Librarian was invited by the School District to present at the District's bi-annual International Student Forum. As the forum had 400 students, caregivers and teachers in attendance, it was a great opportunity for the students to learn about library spaces, programs and collections, find out about getting a library card and using BPL, and ask questions about the library and Burnaby. The students were particularly interested in the new teen space and Julia's Studio programs.

Two articles in local media also helped to spread the word about BPL [teen programs](#) and the new [Tommy Douglas teen space](#).

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	A vendor has been selected and contract finalized for the new computer booking, printing and payment system. Rollout to branches is expected November to January, with completion in Q1 2023.
2.2 Open the Metrotown Digital Studio	Trish	Jamie McCarthy began work on this project in July, with a review of community needs and past planning for the Digital Studio. The work of selecting and ordering equipment is underway. Additional community consultation and service design will happen later this year. The studio is expected to open in Q2 2023.

3. Create Welcoming and Innovative Spaces

We will:

- Build a new Cameron branch
- Reimagine existing spaces
- Activate new spaces
- Enhance virtual spaces

VISITS TO BRANCHES	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Metrotown	78,074	8,033	-70,041	-90%
McGill	59,135	93,381	34,246	58%
Tommy Douglas	41,777	77,267	35,490	85%
Cameron	30,488	41,925	11,437	38%
TOTAL	209,474	220,605	11,131	5%

ONLINE VISITS	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Website	201,678	203,573	1,895	1%
Catalogue	666,953	485,874	-181,079	-27%

ROOM USE BY COMMUNITY GROUPS	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Metrotown	0	0	0	0%
McGill	0	2	2	0%
Tommy Douglas	0	45	45	0%
TOTAL	0	47	47	0%

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Detailed design work is ongoing. Temporary space in the Lougheed Mall has been secured for 2023.
3.2 Renovate Metrotown Spaces	Beth	Construction began in July 2022 and is scheduled to complete in Q2 2023.
3.3 Create Teen Space at Tommy Douglas	Linton	Complete. Space opened in June 2022, with official launch on July 9.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	Project team has sent requests for quotations for the engagement phase of this project.

Metrotown fire

Work continued all summer to restore parts of the library damaged by a fire in June. This work included extensive work in the children's area, replacement of all the carpet on the first floor, all the ceiling tiles in the entire building, and extensive cleaning. The fire restoration work is mostly complete although library staff are working on replacing collections and furnishings that were lost.

Metrotown renovations

In July, work began on renovations of the Metrotown branch. The library was closed to the public to allow demolition and construction work to begin. Work on the room that will house the automated materials handling system (AMH), washrooms on the first and second floors, library lounge and service desk area are all underway. The AMH will be installed at the end of November and should be operating soon afterwards. In 2023, renovations will continue with the creation of the Metrotown Digital Studio and the completion of the entrance area. We are currently without public washrooms in the building and the renovation work can be loud but staff are being amazingly flexible and there have been very few complaints from the public about these inconveniences.

Metrotown reopening

Metrotown reopened in September after having been closed to the public since the beginning of June, initially because of a fire, and later because of planned renovations. Burnaby residents

love their local library and staff received many inquiries over the summer months about when the Metrotown branch would be reopening. The branch reopened on August 9 for returns and holds pick-up in the Program Room and to all library services on September 19. The Public Engagement and Awareness team created a [fun video](#) to let patrons know that we are open again!

Cameron, McGill and Tommy Douglas branches welcomed Metrotown patrons during the Metrotown closure. Both Tommy Douglas and McGill remained busy throughout August and September, mostly in terms of study space, returns and hold pick-ups, and staff at Cameron continue to act as the hub for deliveries to and from other InterLINK libraries.

Staff from across the library system worked really hard to make sure that Metrotown was ready for opening day. Building Service Workers, Information Clerks and Pages checked in, shifted and shelved thousands and thousands of books, helped by staff throughout the library. About one-third of the children's collection was spared from June's fire because the books were in patrons' homes. Most of the shelving from the children's area was salvageable, and once the children's librarians came up with a plan for where everything would go, staff from all departments came down to the children's area to help put all the books in place. On opening day, it was lovely to see our shelves full to bursting in some areas. We are grateful to the patrons for being such avid readers that they saved so much of our children's library. One silver lining from the fire has been the opportunity to refresh Metrotown spaces. The Children's Library is painted in pastel blue and yellow hues that we hope will be calming but inviting, and we are hoping to install a longer computer table that will provide an opportunity to increase the number of public computers for children.

A week before Metrotown opened its doors to the public again in September, Children's Librarian Hana Kim went to an outreach visit to one of the family programs in the community. She announced that there was a very important and very exciting update, and shouted "Metrotown library will open next Monday!" Everyone in the room started clapping and cheering. After the program, many families told Hana how long they had been waiting for this news, and how Metrotown library was their home and a part of their community.

Tommy Douglas teen space

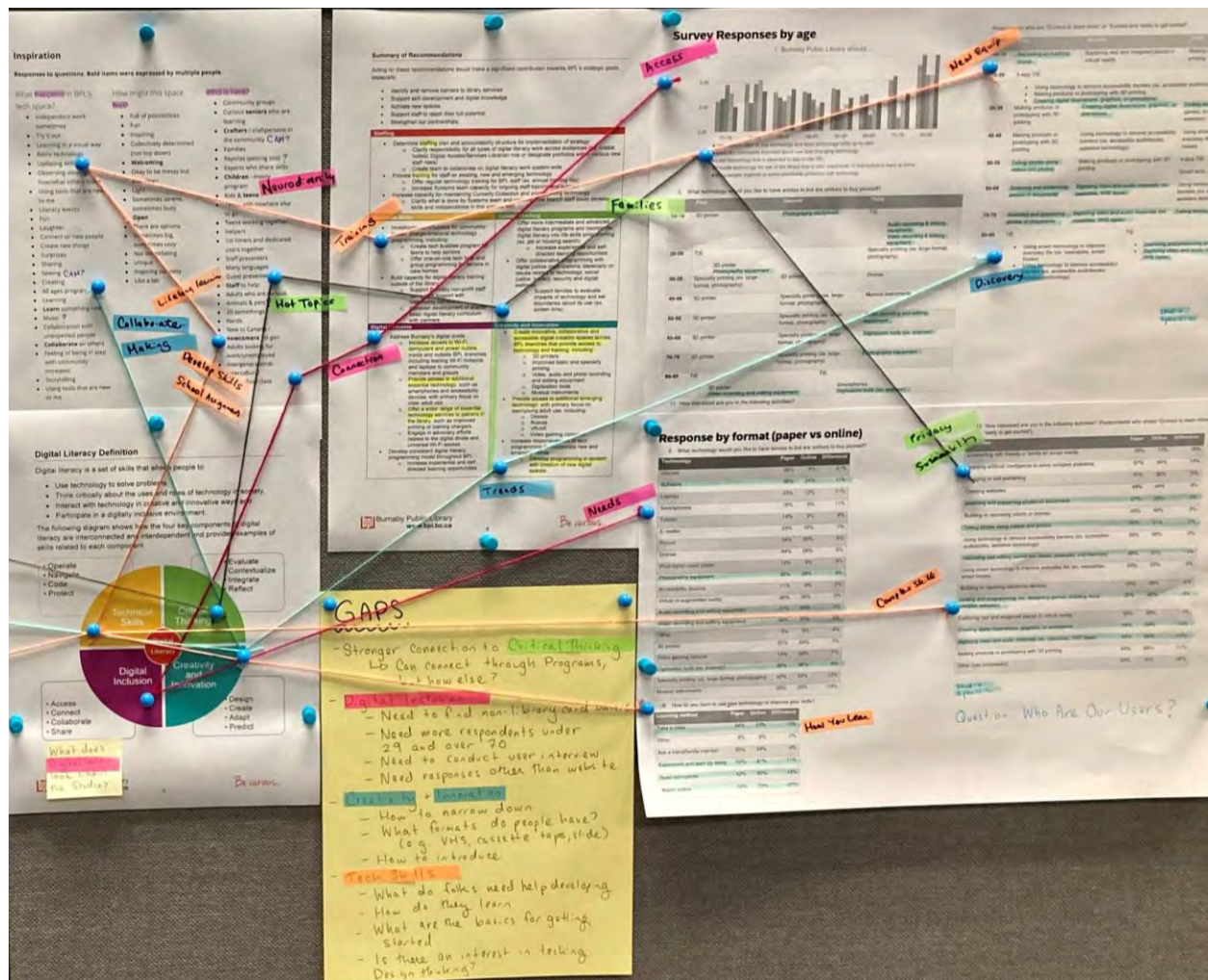
The new Tommy Douglas Teen Space was officially opened on July 9. Attendees included Mayor Mike Hurley, Councillors James Wang and Pietro Calendino, Library Board co-chair Mandy Yang, and Burnaby School District representatives. The new space has been steadily growing in use since its soft launch in early June.



Metrotown Digital Studio

BPL's first Digital Studio will open next year as part of Metrotown Library's renovations and will serve as an inclusive, creative, and welcoming space for Burnaby residents. It will aim to enhance our patrons' digital literacy skills, provide access to technology, allow for collaboration, and serve other needs in our community. It will feature two recording studios, high performance computers, digitization equipment, and specialty software. Jamie began work as the Digital Studio Coordinator in July to get the space ready.

The work of the Digital Studio Coordinator this summer was focused on three main tasks: 1) Review BPL's Digital Literacy Strategy and apply the four key components of our Digital Literacy Definition to the Studio's design and services; 2) Research other innovation spaces and emerging technology to identify equipment for the space; and 3) Discover current and future community needs related to technology and skills building. Below is part of a community needs and service design mapping exercise that connects existing internal research and external resources to the four components of our Digital Literacy definition (Digital Inclusion, Technical Skills, Critical Thinking, and Creativity and Innovation). This exercise was done to identify possible gaps in knowledge around community needs and potential users.



Meeting room spaces

Meeting room spaces at McGill and Tommy Douglas were re-opened to the public as bookable meeting spaces towards the end of July. Meeting rooms are a much-needed community resource that was missing for the first two years of COVID restrictions. The rooms have quickly

become very popular again, and staff are hearing anecdotally that alternative spaces in Burnaby closed permanently during the pandemic. Groups using the rooms include African Seniors and Single Parents Association, Brain Resources Advocacy and Information Network, and the Burnaby Prostate Cancer Support Group.

Plexiglass

This fall, plexiglass was removed from public service desks. The plexiglass had been up for over two years, and patrons commented immediately that its removal made the library feel more open and welcoming. Staff also appreciate being able to talk to patrons without needing a microphone.

4. Invigorate people & culture

We will:

- Support staff to reach their full potential
- Deepen our learning and integration of the principles of Truth & Reconciliation
- Transform our work processes and systems
- Strengthen our partnerships
- Promote our services

STAFF TRAINING	Q3 2021	Q3 2022	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	20	59	39	195.0%
Staff Attending Training/Conferences	63	43	-20	-31.7%

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth	Begin Q4 2022. Anti-racism projects are being steered by a working group who began meeting in September.
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth	Begin Q4 2022. Anti-racism projects are being steered by a working group who began meeting in September.
4.3 Build anti-racism into our organization and our daily work	Beth	Four anti-racism training sessions were delivered to 170 staff in July and August
4.4 Improve the Public Service Staffing Model	Heidi	The Public Service Staffing Model team implemented several actions from its 2022 Action Plan, including a new Referrals Guideline for staff, and a review and update of public-service related content on the staff intranet.
4.5 Revise BPL security practices	Heidi	Project to begin in October 2022.

4.6 Improve materials handling processes	Heidi	Team leads kicked off the project with a LEAN workshop and drafted an initial project plan.
4.7 Create new staff intranet	Trish	Requirements gathering is complete and a new platform has been selected. Project leads are now working with City of Burnaby IT on design and information architecture. This project is scheduled for completion in Q3 2022, but may extend into 2023.

Training this quarter

Cameron Branch Manager Desiree Baron went to the Urban Librarians Conference online, attending workshops on intersectional and trauma-Informed library services.

Community agreements at McGill

Led by acting manager Mariah Gastaldo, staff at the McGill library have started to do community agreements within work groups. This is a collaborative activity where all staff think of things they need to show up fully and feel supported in a workspace, and share them with each other. Once we have all shared, we agree to these statements and have a better understanding of what we all need. This document is then saved, and is then a living document that can be updated and changed as times goes on. This new process is a way to better our understanding of each other and create safer spaces within our workplace.

Hiring new pages

This summer, human resources staff worked with public service supervisors to revamp the process to hire new pages. Pages had previously been hired at a branch level, but we decided to put a call out to hire pages at all branches of the library, and public service supervisors were very thoughtful about this process. We know that being a page is often times the first point of entry for folks into library work, and we wanted to be intentional about where we shared the job posting and how to make our interview questions more accessible. Denise, the public service supervisor at McGill, sent the job posting to a contact at the Library Champions program. We hired several pages, including three Library Champions!

Anti-Racism working group

The Anti-Racism working group welcomed new members this quarter. One of the group's projects is to offer curated content of articles and information for Anti-Racism boards at each of the BPL locations. This content will serve as potential conversation starters among staff around Anti-Racism. Members of the working group are also excited to be taking on one of the projects that have come from BPL's Anti-Racism Commitments.

Comments and suggestions from patrons

Wow! That's the best news I've ever heard. I use to max out my card, my Mom's card and my Dad's card.

Cameron patron, on hearing that they could check out 50 books at a time

Thank you so much for all your help with finding great books for us and our kids. And thank you for being fee-free. It is a relief for our special-needs family.

Cameron patron

I really like your audiobooks. They help me catch up on reading and I like setting the timer for falling asleep.

Cameron patron

Bring back the in-person Librarians' Choice discussion events.

Tommy Douglas patron

Please add a better selection of Romance books.

Tommy Douglas patron



A handwritten signature in grey ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
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