

# 2024 ANNUAL REPORT



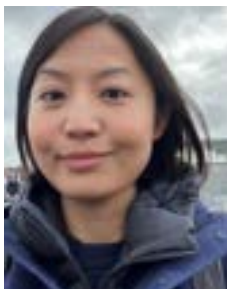
We respectfully acknowledge that Burnaby Public Library is located on the unceded territories of the x<sup>w</sup>məθk<sup>w</sup>ə́yəm (Musqueam), Skwxwú7mesh (Squamish), səlilwətał (Tsleil-Waututh), and k<sup>w</sup>ik<sup>w</sup>ə́ləm (Kwikwetlem) Peoples. Each Nation has distinct histories and distinct 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.

# Message from the Board



**Anna Lu**  
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**Beth Davies**  
Chief Librarian, Secretary

On behalf of the Burnaby Public Library Board of Trustees, I am pleased to share highlights from 2024—a year of fresh starts and renewed purpose.

In January, we began implementing BPL's 2024–2027 Strategic Plan. This new chapter builds on the library's longstanding values of intellectual freedom and community, while also deepening our commitment to equity, diversity, inclusion, accessibility, reconciliation, Indigenization, and decolonization.

In April, we opened a temporary Cameron branch in Lougheed Mall to continue serving northeast Burnaby during construction of the new Cameron Recreation Centre and Library. This location has quickly become one of our liveliest, welcoming many new patrons—some visiting the library for the first time.

In May, we expanded Sunday hours across all four BPL branches, giving the community more access to library services on weekends. These additional hours were made possible through grant funding from the

Province of British Columbia and the ongoing support of the City of Burnaby.

While many things evolved in 2024, the dedication of our library staff and Trustees remained unwavering. I extend my sincere thanks to all who contributed their time and talent to serving Burnaby residents. We also bid a fond farewell to five valued staff members—Susan Gow, Rachel Grant, Heidi Lee, Randi Robin, and Ilona Tait—who retired this year. We thank them for their years of service and commitment to public library work.

Finally, we gratefully acknowledge the City of Burnaby for its ongoing support as our primary funder.

As we look ahead, BPL remains committed to creating inclusive, accessible, and welcoming spaces where everyone in Burnaby can thrive.

**Anna Lu**

Chair, Burnaby Public Library Board of Trustees

# 2024 by the Numbers



**1,526,000**

TOTAL VISITS

**800**

TOTAL  
PROGRAMS



**20,300**

PROGRAM  
ATTENDEES

**134,000**

ACTIVE LIBRARY  
CARDHOLDERS



**33,000**

NEW LIBRARY  
CARDS ISSUED

**191,100**

TOTAL COMPUTER SESSIONS



**2,800**

DIGITAL STUDIO SESSIONS



**3,148,000**

TOTAL CIRCULATION

**2,683,000**

PRINT

**465,800**

DIGITAL



**3,000**

HLAS PATRONS  
SERVED

**550**

COMMUNITY  
VISITS



# Create Welcoming & Innovative Spaces



“

*I have just visited the temporary Cameron location and am very impressed. It appears that nothing was left behind, and that everything is functioning as before. Congratulations on the successful move. Frankly, the temporary location is more open and welcoming than the old Cameron location.”*

## TEMPORARY CAMERON OPENS

In April, the Cameron branch moved to a temporary location, marking an important step in the City of Burnaby's project to build a new Cameron Community Centre and Library to better serve the needs of the community.

From the moment the branch opened it was very busy, with regular patrons returning and a whole new group of users discovering the library for the first time. Foot traffic to the branch increased by 46% compared to the former location, and the number of library cards issued more than doubled.

Temporary Cameron includes a lively and popular children's area, lounge and study seating, and a designated teen space. The teen space features seating and workspace for individuals and groups, a whiteboard for collaboration and a feature wall that showcases teen art. Temporary Cameron also launched a courtesy phone service in June, which patrons very much appreciate.



## EXPANDED SUNDAY HOURS

Weekends are when we see the highest demand for access to library services and collections. As one of the few remaining free public indoor spaces, we recognize the importance of the library for students, families, job seekers and newcomers, including people with limited options for computer access, Wi-Fi, study space and shelter.

In late May, BPL opened for longer hours on Sundays from 10am to 6pm across all four locations, giving patrons more time over the weekend to use the library.

These expanded hours were made possible by a Library Enhancement Grant from the BC Ministry of Municipal Affairs, and ongoing support from the City of Burnaby.



## DIGITAL STUDIO

Patrons used Digital Studio equipment to work on a variety of projects, including scanning family photos and digitizing VHS tapes of graduations, family celebrations and weddings. We also had teens and young adults work on developing their creative technology skills for job seeking, school projects and art.

In 2024, the Digital Studio team began hosting public tours of the space and equipment. These drop-in sessions covered introductions to audio recording, digitization and creative software. The tours are designed for beginners, with the goal of making new technology less intimidating for everyone.

# Connect the Community



## STORYTIMES IN LANGUAGES OTHER THAN ENGLISH

Burnaby residents speak many different languages, and part of the library's mandate is to increase programming to support communities that speak languages other than English. Children's Librarians offer regular storytimes and social hours for families who speak Japanese, Korean, Portuguese and Spanish. BPL has also partnered with local organizations delivering storytimes in Cantonese and Tigrinya. Families have an opportunity to read in their home language, and practice speaking it with other families.

## COMMUNITY VISITS

Outside the library, Community Librarians visited supportive housing organizations, food hubs, and other gathering places to meet community members who may not be using the library. Librarians build relationships, learn about people's needs, facilitate connections to community-based and governmental support and resources, and get people the information they need to access these services.

Over time, community visits can create bridges with people who don't see themselves as library users due to a variety of barriers. Staff have been able to share information about the library in multiple languages at settlement programs, select and bring English language learning material to adult English classes, and help establish social movie nights at a supportive housing complex. By listening to what may be preventing people from coming to the library, librarians are building trust and finding ways to help make the library an accessible, useful resource for more people in Burnaby.



*We cannot thank you all enough for your services. Reading has always been important to our mom and your service has allowed her to continue to pursue her passions. We are deeply grateful ♡."*

# Encourage Curiosity & Learning



## JULIA'S STUDIO

Julia's Studio is offered throughout each year in memory of Julia Nelson, a BPL Teen Services Librarian who passed away in 2013. Julia was passionate about providing creative opportunities for young people, and her family and other donors have contributed funding to provide art focused programs in her memory.

Teen Services Librarians piloted take-and-make art projects in response to requests for informal, self-directed creative opportunities. Teens came to BPL locations to pick up a bag of supplies to create art on their own, either at

the library or at home. Librarians also held informal art studio sessions for teens to draw, sketch and create other artworks to decorate the teen spaces at Temporary Cameron and Tommy Douglas Library.

Teens wanted more opportunities to learn about the artistic practices of diverse cultures. In response, Julia's Studio hosted workshops about the art of Ikebana, Japanese paper collage and painting techniques and a Cedar Bracelet Weaving program with facilitators from 2 Métis Women.





## REDUCING BARRIERS THROUGH PARTNER PROGRAMS

Community interest in mental health, employment and housing support continues. In response, librarians partnered with local organizations to provide low-barrier, drop-in information sharing sessions at our Tommy Douglas and Bob Prittie Metrotown locations.

In the Canadian Mental Health Association's Meet with a Peer Navigator program, community members learned how to navigate access to social services such as health and wellness support, legal assistance and counselling services. Job seekers received help and feedback from WorkBC staff with resumé writing, interview preparation and job search planning at Employment Services Drop-ins. And renters learned about finding housing in today's market and their rights and responsibilities as tenants with the Tenant Resources & Advisory Centre (TRAC).

“

*Tommy Douglas is a pillar of my mental health and one of the highlights of my week. Thanks to the staff for making it such a wonderful place to stop by in the neighbourhood.”*

“

*I simply want to say that I love our library here... It feels like home. It is always a place I can look forward to visiting. It has been a place of learning, safety, fun, refuge and so much more.”*

“

*I'm a regular patron of more than one BPL branch and I can't speak highly enough of the service you folks deliver, day in and day out. Your hard work and collective can-do spirit do not go unnoticed or unappreciated.”*

“

*I moved to this part of Burnaby a year and a half ago, and this library and its staff have been my favourite memories. You are all so welcoming, warm, and helpful, and make this such a safe haven for me to come to.”*

# Community Partnerships

BPL continues to work in partnership throughout Burnaby to deliver library programs, share our knowledge and expertise, work to improve services in Burnaby, and meet groups and individuals who may not see themselves as library users. We'd like to thank all our partners for helping us make the library accessible to as many people as possible.

2 Métis Women

ACE: Advanced Cycling for Everyone

AgeCare Harmony Court Care Centre

African-Canadian Seniors and Single Parents Association

L'Arche Greater Vancouver

BC Housing

BC Provincial School for the Deaf

Boys and Girls Club Canada South Coast BC - Odyssey

Burnaby Art Gallery

Burnaby Association for Community Inclusion

Burnaby Community Action Team

Burnaby Community & Continuing Education LINC & Foundations

Burnaby Dudes Club

Burnaby Early Childhood Development Community Table

Burnaby Family Life

Burnaby Intercultural Planning Table

Burnaby Neighbourhood House

Burnaby Parks, Recreation & Cultural Services

Burnaby Pride Community Advisory Network

Burnaby Primary Care Network

Burnaby School District SD41

Burnaby Seniors Outreach Services Society

Burnaby Together

Burnaby Writers' Society

Burnaby Youth Centres

Burnaby Youth Custody Services Centre

Cameray Child & Family Services

Canadian Mental Health Association Vancouver-Fraser - Peer Navigators

Canucks Family Education Centre

Chartwell Carleton Residences

Colour it Cantonese

Deer Lake Artist Residencies

Derby Manor

Dixon Transition Society

East Burnaby Family Place

Eritrean Community Association Vancouver

Fair Haven Society

Family Services of Greater Vancouver

Fraser Health Authority

Greater Vancouver Foodbank

Immigrant Services Society of BC

Information Children

Literacy Now Burnaby

MOSAIC

Mulberry PARC

NewToBC - Library Champions

Nikkei Place Seniors

Pacific Post Partum Support Society

Poppy Residences

Purpose Society

Ryan's Rainbow Emergency Food Outreach

Seton Villa Retirement Centre

Shadbolt Centre for the Arts

The Society to End Homelessness in Burnaby

S.U.C.C.E.S.S.

Tenant Resource & Advisory Centre (TRAC)

Tian-Jin Temple

Volunteer Burnaby

WorkBC

YMCA Child Care Resource & Referral

# Financial Highlights

## REVENUE

	2024	2023
City Contribution	17,744,092	16,717,672
Library Fees and Fines	57,492	44,775
Provincial Grants	816,912	533,438
InterLINK	102,647	91,794
Transfer from Reserves	322,068	417,006
Other	106,690	1,022,406
<b>Total</b>	<b>19,149,902</b>	<b>18,827,091</b>

## EXPENDITURES

	2024	2023
Salaries and Benefits	14,719,392	13,445,947
Library Materials and Electronic Databases	2,259,644	2,379,175
Operations and Maintenance	2,170,867	2,069,318
Other		932,651
<b>Total</b>	<b>19,149,902</b>	<b>18,827,091</b>

# Thank You to our Donors

Burnaby Public Library has been greatly improved by generous donations from library supporters. We also extend our gratitude to the many donors who wish to remain anonymous.

Elizabeth-Anne Armstrong	Gang Du	Derek MacDonald	Maria Fernanda Rosales
Dami Ayorinde	Jason Fraser	Ehtel Maitland	James Sant
Estate of Elizabeth Bartoshuk	Frances Gardner	Clara Marino	Brian Shen
Bethany Benoit-Kelly	Andre Gauthier	Luke Maynard	Roberta Summersgill
Julia Bjerke	Rachel Grant	Rosemary McGuire	Glenn Tarigan
Blake Family Fund	Hari Hara	Sandra McNeill	Edel Toner-Rogala
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William Browne	IDG Consulting Inc.	Jennifer Moor	Omar Tsai
Byzantium Books Inc.	Brenda Kelley	Gavin Morgan	Maksym Tupalov
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Richard Dawson	Michael Ledovskich	Mehdi Pourasadi	Allan and Deanna Wong
Fred Dester	Lin Lin	Provincial Employees Community Services Fund	Deidre Wrightman
	James P. Lucas		Lu Zhang

Donations large and small ensure that we will continue to evolve and serve the community. As a registered charity, we provide tax receipts for donations. To make a contribution, visit any BPL location or donate online at [bpl.bc.ca/support-the-library](http://bpl.bc.ca/support-the-library).