

# 2025 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

On behalf of the Burnaby Public Library Board of Trustees, I am pleased to share highlights from the Library's work in 2025.

As our city continues to grow and evolve, the library remains a vital community space—supporting learning, connection, and access for residents across Burnaby. This year was one of steady progress and meaningful investment in our services and spaces. Highlights included the completion of the McGill branch renovation, the development of a long-term Strategic Facilities Plan, and expanded multilingual and English language learning services.

Residents continued to make strong use of library services, with over 1.5 million visits to our branches. Active library cardholders increased by 11%, and more than 3.2 million items were borrowed from our physical and digital collections.

Engagement grew across many areas. Program attendance increased by 15%, computer use rose by 24%, and there was continued demand for digital services such as the Digital Studio and the mobile self-

checkout feature in the library's app. Together, these trends reflect the community's ongoing reliance on the library as a place to learn, create and connect.

I want to extend my sincere appreciation to the staff and trustees of the Burnaby Public Library. In 2025, we celebrated six staff members — Gordon Bennett, Ramon Busaing, Georgina Flynn, Camille Ho, Terry Petruck and Neill Vanhinsberg — on their retirement and thanked them for their years of service and commitment. We also bid a fond farewell to Gene Blishen, a trustee, for his eight years of service on the Burnaby Public Library Board.

Finally, we gratefully acknowledge the City of Burnaby for its ongoing support of the Library and look ahead to another exciting year of creating inclusive spaces where people gather, learn and play.



**Anna Lu**  
Chair, Burnaby Public Library Board of Trustees



**Anna Lu**  
Chair



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Vice Chair



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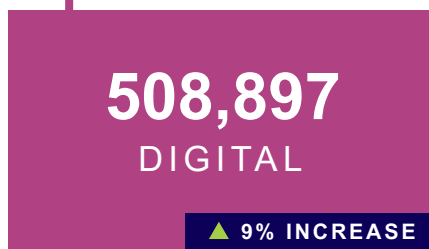
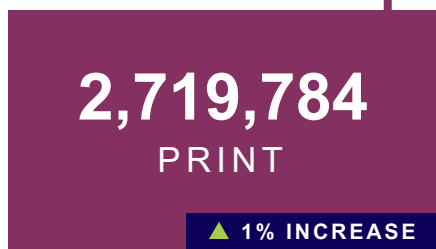
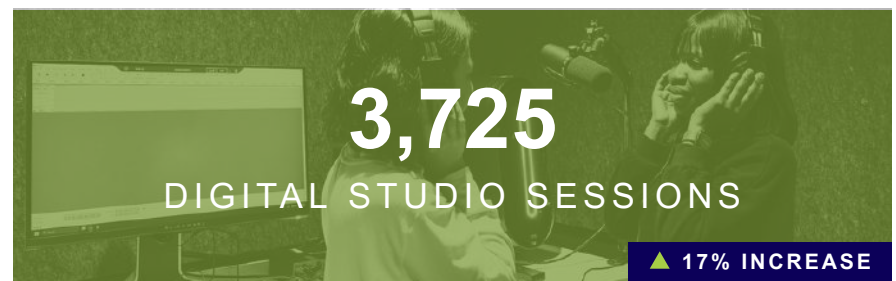
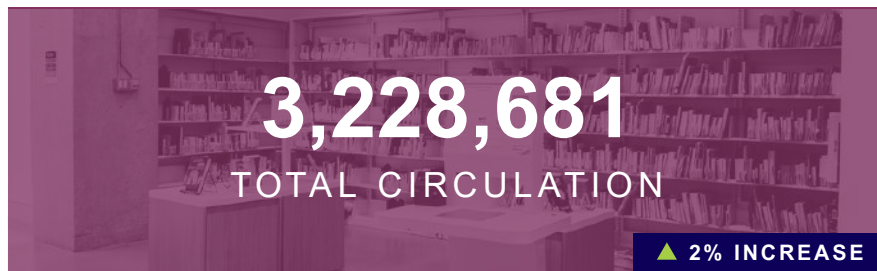
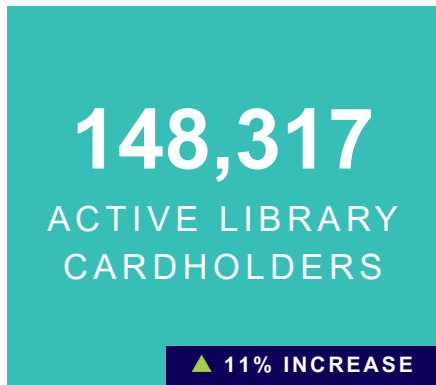


**Coun. Maita Santiago**  
City Council Representative



**Jackie Flowers**  
Chief Librarian,  
Secretary

# 2025 by the Numbers



# Supporting a Multilingual City



Residents of Burnaby speak more than 120 languages. According to the 2021 census, most Burnaby residents (58%) have a mother tongue other than English, and 38% speak a language other than English or French at home. In spring 2025, BPL finalized a Multilingual Services Strategy based on extensive consultation with residents, settlement agencies and other community partners. Through these conversations, BPL learned of emerging needs for language support which has resulted in new ways to develop and deliver multilingual services. This includes expanding programming in multiple languages. Librarians fluent in languages other than English have hosted book discussions and storytimes in Japanese, Korean, Portuguese and Spanish. We have also partnered with organizations to provide storytimes in Cantonese, Mandarin and Tigrinya.

Families from diverse language backgrounds have shared that they value opportunities to connect with one another through library programs and services. They appreciate the ability to discover and engage with the wide range of resources BPL offers, supporting both learning and community building.

Expanding access to collections in more preferred languages helps ensure the library remains inclusive, welcoming and responsive to all residents who speak and read in languages other than English.

A Korean book collection was established at the McGill branch this year, reflecting a shifting demographic centered in the Brentwood area. And the collection of My First Language Kits, grew with the addition of books in Bulgarian, Hebrew and Thai. These kits continue to be extremely popular with families wanting to preserve and develop first languages spoken at home with young children.



*I love this library! There are so many Korean books! When I visited here, they are very kind. Thank you so much!"*

# Create Welcoming & Innovative Spaces



*The new return system at McGill is so nice! It was so fast and it says the item on the screen so I know it was seen by the machine! I'm so looking forward to using the new system now!!"*

## MCGILL RENOVATIONS

In February, renovations at McGill were completed, revealing a refreshed and welcoming lobby. The updates include additional seating and tables, a new automated book return and improved shelving for browsing collections and picking up holds.

The result is a brighter, more open and welcoming entrance to the library with the added convenience of an automated book return, which helps us get materials back onto our shelves, and to patrons, more quickly.

We extend our sincere thanks to patrons and staff for their patience and support during each phase of the renovation.

In August, the branch celebrated these improvements with a community open house. Patrons enjoyed guided tours and a behind-the-scenes look at the automated library return inside the staff workroom. Community expressed their appreciation for the thoughtful upgrades and shared their enthusiasm for the refreshed space.



## NEW FACILITIES PLAN

Burnaby is a city of 250,000 people, and by 2050 it is projected that the population will increase to 360,000. This year alone our four branches had a total of 1,541,976 visitors (which is a daily average of 4,200 visitors).

Use of the library will increase as the city grows which will add more need for accessible and flexible library spaces. In 2025, BPL engaged studioHuB architects to develop a Strategic Facilities Plan, outlining a vision for the evolution of library spaces over the next 25 years. The plan aligns with the City of Burnaby's new Official Community Plan and includes recommendations for how new and renovated facilities can keep pace with a growing city. Key findings highlight the need for a new

library presence in the rapidly growing Brentwood area, as well as upgrades or replacements for longer-standing branches like Bob Prittie Metrotown and Tommy Douglas.

In addition, the study explored innovative service models including smaller format “express” libraries and self-serve kiosks that would be designed to increase convenience, access and flexibility for patrons using the library. BPL's Strategic Facilities Plan provides a clear and forward-looking framework to guide how library services can evolve and adapt alongside Burnaby's growing communities.

# Mobile Self-Checkout



In April, a new feature was launched in BPL's mobile app that allows patrons to borrow items while in the branch using their personal device. This added feature is another convenient option for patrons to borrow materials in addition to the existing methods of checking out items at a self-serve kiosk or with staff at a service counter. Mobile self-checkout is available to anyone with a BPL account and an Apple or Android device.

This new technology highlights how BPL is embracing innovation to enhance customer experience, reducing barriers to access, and meeting patrons' evolving expectations for convenient, self-directed service.

“

*Very convenient! Quick! I don't need to stand in the queue for borrowing or worry about now bringing my library card anymore. Love it! Good job!”*

“

*I love the mobile self-checkout. I hope you keep it! I don't need to pull out my library card or anything. It's awesome.”*

“

**MOBILE CHECKOUT**  
*FABULOUS! I had no idea of this option, so easy. Thank you!”*

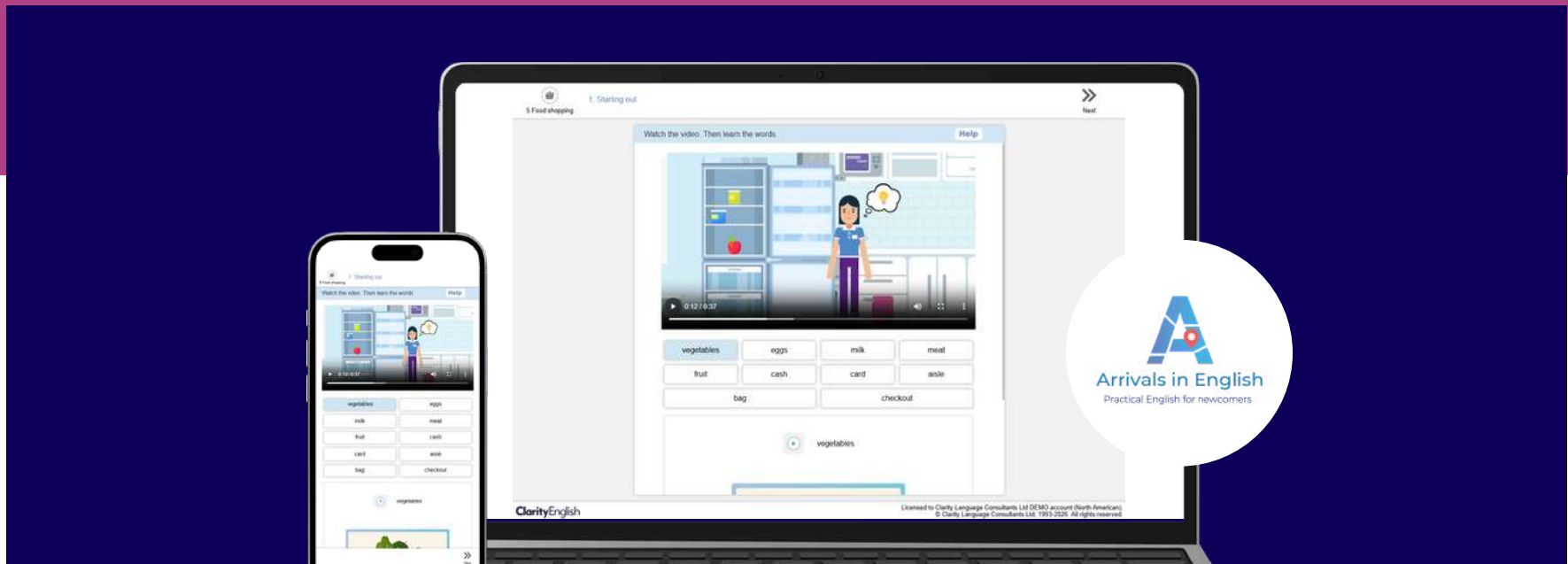
# English Language Learning



Demand for English language learning (ELL) supports at the Library increased in 2025. BPL librarians leveraged strong partnerships with settlement services agencies and the school district to identify emerging needs and respond with targeted support through library programs.

## PROGRAMS AND EVENTS

BPL offers well-attended programs such as English Conversation Circle, English Reading Circle, and Games for English Learners. These programs provide opportunities to build language skills in a welcoming environment while fostering social connection and cross-cultural understanding. In many cases, these connections extend beyond the library, with participants forming friendships and continuing to practice English together in the community.



## ARRIVALS IN ENGLISH

In addition to a diverse physical collection of books, CDs and DVDs for English learners at all levels, BPL also supports English learners with digital resources. In January, a new resource was introduced called Arrivals in English, providing essential, everyday English to newcomers settling into life in Canada. The resource is aimed at beginner-level learners with lessons organized around practical activities such as meeting people, registering with a doctor and opening a bank account.

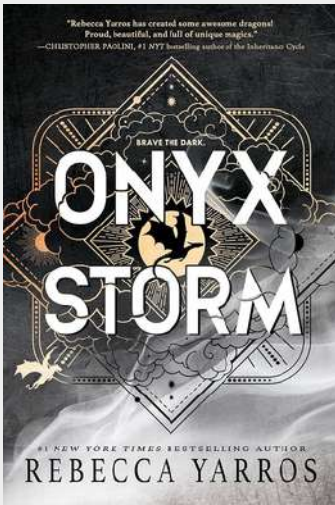
Arrivals in English supplements the suite of English language learning digital resources we already offer including Mango Languages, Tense Buster and Road to IELTS, that focus on a wide range of skills like reading, writing, vocabulary, grammar and specific resources for learners preparing for academic exams. These resources, paired with our physical collection and in person programming, provide a suite of tools available for newcomers to help integrate into their community and gain confidence in their conversational and academic English skills.

# Harm Reduction Supplies



The Harm Reduction Supplies program launched as a pilot at the Tommy Douglas Library in 2024 and has since been rolled out to all branches throughout 2025. This initiative offers supplies to people who need a snack, water or bus ticket to meet some basic needs. It was designed to meet patrons where they are at and create a more welcoming and inclusive space for all. Staff have shared that this initiative enables them to form better relationships and connect patrons to the resources they need.

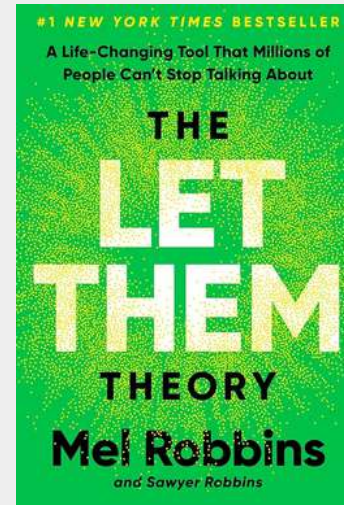
# Most Borrowed Books



ADULT FICTION

**Onyx Storm**  
By Rebecca Yarros

595 CHECKOUTS



ADULT NON-FICTION

**The Let Them Theory**  
By Mel Robbins

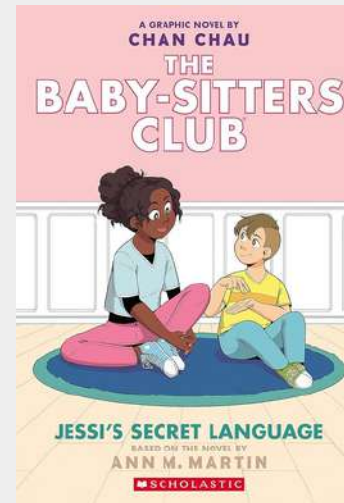
846 CHECKOUTS



TEEN FICTION

**Sunrise on the Reaping**  
By Suzanne Collins

946 CHECKOUTS



KIDS FICTION

**Jessi's Secret Language: A Graphic Novel (The Baby-Sitters Club #12)**  
By Chan Chau, Ann M. Martin

700 CHECKOUTS

# 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	Burnaby Parks, Recreation & Cultural Services	Literacy Now Burnaby
ACE: Advancing Cycling for Everyone	Burnaby Pride Community Advisory Network	The Long Table Society
AgeCare Harmony Court Care Centre	Burnaby School District SD41	MOSAIC
African-Canadian Seniors and Single Parents Association	Burnaby Stridefest	Mulberry PARC
Alegria Soy	Burnaby Writers' Society	NewToBC - Library Champions
Alphabet Soup Burnaby	Burnaby Youth Centres	Nikkei Place Seniors
Alzheimer's Society BC	Burnaby Youth Custody Services Centre	Nicola Valley Institute of Technology
Amici Curiae Friends of Court	Cameray Child & Family Services	Nidus
L'Arche Greater Vancouver	Canadian Mental Health Association	PALS Adult Services Society
BC Housing	Canucks Family Education Centre	PLEA Community Services
BC Provincial School for the Deaf	Cariboo Hill Temple	Poppy Residences
Boys and Girls Club Canada South Coast BC - Odyssey	Chartwell Carlton Residences	Progressive Housing Society
Burnaby Art Gallery	Deer Lake Artist Residencies	Purpose Society
Burnaby Association for Community Inclusion	Derby Manor	Ryan's Rainbow Emergency Food Outreach
Burnaby Community Action Team	Dixon Transition Society	St. Stephen the Martyr Church
Burnaby Community & Continuing Education LINC & Foundations	East Burnaby Family Place	Seniors First BC
Burnaby Crime Prevention Services	Eritrean Community Association Vancouver	Seton Villa Retirement Centre
Burnaby Dudes Club	Fair Haven Society	Shadbolt Centre for the Arts
Burnaby Early Childhood Development Community Table	Family Services of Greater Vancouver	The Society to End Homelessness in Burnaby
Burnaby Family Life	Fraser Health Authority	S.U.C.C.E.S.S.
Burnaby Intercultural Planning Table	Hello Canto	Tenant Resource & Advisory Centre
Burnaby Lake Nature House	Journey Home Community	Tian-Jin Temple
Burnaby Neighbourhood House	Leo Street Youth and Family Services Society	Vancouver & Lower Mainland Multicultural Family Support Services Society
		WorkBC
		YWCA

# Financial Highlights

## REVENUE

	2025	2024
City Contribution	18,431,525	17,744,092
Library Fees and Fines	70,881	57,492
Provincial Grants	939,275	816,912
InterLINK	139,849	102,647
Transfer from Reserves	313,127	322,068
Other	139,275	106,690
<b>Total</b>	<b>20,033,931</b>	<b>19,149,902</b>

## EXPENDITURES

	2025	2024
Salaries and Benefits	15,455,069	14,719,392
Library Materials and Electronic Databases	2,247,730	2,259,644
Operations and Maintenance	2,331,132	2,170,867
Other		
<b>Total</b>	<b>20,033,931</b>	<b>19,149,902</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.

Judith Anderson	Gang Du	Christine Lyons	Ann True
Fiona Avakumovic	M Dykstra	Derek MacDonald	Ada Tsang
Jeremy Takada Balden	Jason Fraser	Heather McCain	Maksym Tupalov
Desiree Baron	Frances Gardner	Jamie McCarthy	Eli Usaqui
Daniela Bender	Jean-Paul Ginestier	Aislynn Mede	Raghav Vamaraju
Bethany Benoit-Kelly	Peter Goddard	Gavin Mogan	Jeremy Wiebe
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Peter Brolese & Sharon Salomons	Leslie Graham Harper	Paul Percival	Angelo Zappacosta
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Jordan Coates	Yoon Jung Lee	Oluwatosin Toyinbo	
DigitalOcean	Vai Lei	Paula Tress	
Amy Doucet	James P. Lucas		

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).