

TO: MAYOR & COUNCIL
FROM: CHIEF LIBRARIAN
SUBJECT: **BURNABY PUBLIC LIBRARY 2022 ANNUAL REPORT**
PURPOSE: To provide a summary of 2022 achievements and highlights from Burnaby Public Library.

RECOMMENDATION

THAT Council receive the 2022 Burnaby Public Library Annual Report for information.

CHIEF ADMINISTRATIVE OFFICER'S COMMENTS

I concur with the recommendation of the Chief Librarian.

1.0 POLICY SECTION

Not applicable.

2.0 BACKGROUND

Led by the Burnaby Public Library (BPL) Board, BPL empowers the community to engage with and share stories, ideas and information. Each year, BPL creates an annual report which highlights the services provided.

3.0 GENERAL INFORMATION

In 2018, the BPL Board developed a Strategic Plan that guides the work of the library. In 2022, work under the library's four main goals to connect with community; encourage curiosity and exploration; create welcoming and innovative spaces; and invigorate people & culture included the following achievements.

2.1 Connect with Community

In 2022, BPL returned to what we do best: in-person connections with community members and organizations. In 2022, community librarians made nearly 400 visits and connected with people in spaces such as English language learning classes, outreach resource centres, transition houses, and food banks. Children's librarians made over 150 visits to elementary schools, StrongStart centres, family resource centres and daycares to provide library support and services to children, families and teachers.

2.2 Encourage Curiosity and Exploration

BPL's creative programming for teens expanded to include programs on pro-D days, and included innovative ways to create art using iPads and creative software.

BPL also resumed in-person storytimes, and added American Sign Language storytimes and Tech Play programs, which provide older children with opportunities to experiment with coding, robotics and circuits.

In 2022, BPL patrons borrowed 2,404,112 print books and other materials, and 381,894 e-books and e-audiobooks.

2.3 Create Welcoming and Innovative Spaces

In July, BPL launched a brand new teen space at the Tommy Douglas Library. Previously an underused computer lab, the room has been transformed into a bright and welcoming space where teens can study, hang out and socialize.

Service at the Metrotown branch was significantly disrupted in 2022, first by a fire in June, and then by planned renovations. The library closed for three months for repair and renovation. The renovations, scheduled for completion in mid-2023, will include a new digital studio, recording studios, a new community room, renovated washrooms and an automated materials handling system.

2.4 Invigorate People and Culture

In 2022, BPL staff began work on a series of anti-racism commitments. These include evaluating hiring practices, reviewing security incident responses through an anti-racism lens, and creating safer spaces for staff who are Indigenous, Black or people of colour. BPL introduced the Picard Trust Awards, two annual library school scholarships of \$2,500 each that are open to Burnaby residents or BPL employees who identify as Black, Indigenous or a person of colour.

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

The BPL Annual Report is available online at bpl.bc.ca. Print copies are available at library locations. Library Board co-chairs Mandy Yang and Sarah Bartnik will present the report to Council, with assistance from the Chief Librarian.

5.0 FINANCIAL CONSIDERATIONS

Not applicable.

Respectfully submitted,

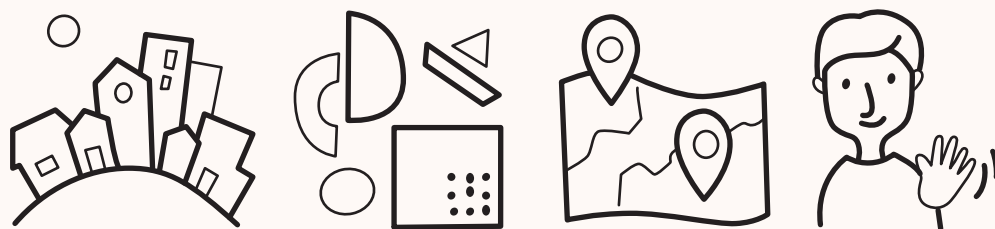
Beth Davies, Chief Librarian

ATTACHMENTS

Attachment 1 – BPL Annual Report 2022

2022

ANNUAL REPORT



Burnaby Public Library is located on the ancestral and unceded homelands of the hə́nq̓əmiḥə́m̓ and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to be on this territory.



Message from the Board

The Burnaby Public Library experimented, adapted and demonstrated resilience throughout 2022.

In 2022, the Burnaby Public Library Board of trustees implemented a new leadership model. Instead of the traditional chair and a vice-chair structure, the board opted for a partnership of two co-chairs, sharing leadership responsibilities equally. This new approach to governance has been a rewarding experiment, and the board will continue with two co-chairs in 2023.

The teamwork of the Board co-chairs echoes the teamwork that library staff showed in redefining how the library serves the public in a changing world. While the library made adjustments to operations during the most active phase of the pandemic, we have also found that some patrons continue to use the library differently even as pandemic conditions taper. In 2022, the popularity of the library's digital collection showed no sign of slowing down, even as patrons returned to in-library visits.

BPL also faced new challenges in 2022, including the impacts of an accidental fire at Bob Prittie Metrotown. The fire, along with planned renovations to the facility, resulted in a three month closure and disruptions to services after the library reopened in September. BPL also adapted to provide refuge and support to the public during the summer heat waves.

In 2022, the library also took a critical look inward, reflecting on how to deepen its understanding of anti-oppression learning and to better support Indigenous initiatives. The library team worked tirelessly to reach out and connect with diverse segments of the community, including seniors, teens, children, and newcomers to Canada. These efforts exemplify BPL's commitment to lifting up and linking together all members of the Burnaby community.

Finally, we would like to thank our dedicated library staff and trustees who work with commitment, creativity and intention to meet the community's changing needs. Tina Artuso, Kathryn Lee, Joy Lum, Valerie Neil, Sheila Rider and May Woo retired from the library in 2022, and trustee Chris Dong's term on the Board finished. Our thanks to all retiring staff and trustees for their years of dedication to the people of Burnaby. We would also like to acknowledge the City of Burnaby, our main funder, for its ongoing commitment to public library service.

Sarah Bartnik and Mandy Yang
Co-Chairs, Burnaby Public Library Board

2023 LIBRARY BOARD



Sarah Bartnik
Co-Chair



Mandy Yang
Co-Chair



Surena Bains



Hakam Bhaloo



Gene Blishen



Ernie Kashima



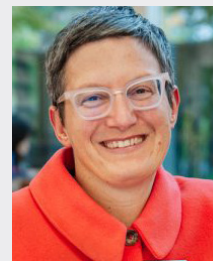
Sangeeta Subramanian



Caroline White



Coun. Alison Gu
City Council Representative



Beth Davies
Chief Librarian, Secretary

BPL Strategic Plan

In 2018, the BPL Board developed a Strategic Plan that guides the work of Burnaby Public Library. Each year, BPL staff work toward moving the strategic plan forward based on the following goals.



Connect with community

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



Encourage curiosity & exploration

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



Create welcoming & innovative spaces

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



Invigorate people & culture

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

Connect WITH Community

BEYOND THE LIBRARY

After almost two years of primarily online engagement, in 2022 we returned to what we do best: in-person connections with community members and organizations. Much of how we better understand our communities comes from the work that we do outside of our four library locations. As many community partners returned to full in-person services, our Community and Adult Service Librarians were able to regularly visit these spaces to build relationships, uncover needs that could inform how we can better design library services, and provide access to library resources. In 2022, librarians made nearly 400 visits and connected with people in spaces such as adult English language learning classes, outreach resource centres, transition houses, places of worship and food banks.

Children's Librarians made over 150 visits to elementary schools, StrongStart centres, family resource centres and daycares to provide library support and services to children, newcomer parents, 2SLGBTQIA+ families and teacher-librarians. Our Teen Librarians made 60 visits to high schools, including ACCESS classes and English Language Learning classes, as well as youth centres to connect with a diverse range of teens.

Home Library and Accessible Service (HLAS) staff restarted pop-up mini libraries at retirement homes and care facilities. These mini libraries allow seniors, including those who aren't already patrons, to borrow materials, get technology support and learn about library services. As part of the Burnaby Extreme Heat Response Community Network, HLAS called their patrons during the summer heatwave to inform them of cooling centre locations and services.

Our Community Partners

African-Canadian Seniors and Single Parents Association

Artists Helping Artists

BC Housing

BC Provincial School for the Deaf

Burnaby Access Advisory Committee

Burnaby Art Gallery

Burnaby Association for Community Inclusion

Burnaby Community Action Team

Burnaby Community & Continuing Education LINC Program

Burnaby Early Childhood Development Community Table

Burnaby Family Life

Burnaby Family Place

Burnaby Intercultural Planning Table

Burnaby Neighbourhood House

Burnaby Parks, Recreation & Cultural Services

Burnaby Pride Community Advisory Network

Burnaby Primary Care Network

Burnaby School District 41

Burnaby Seniors Outreach Services Society

Burnaby Together

Burnaby Youth Custody Services Centre

Burnaby Youth Hub

Cameray Child & Family Services

Charleford House

Derby Manor

Dixon Transition Society

Don't Go Hungry

Douglas College Training Centre

Family Services of Greater Vancouver

Fraser Health Authority

Greater Vancouver Foodbank

Immigrant Services Society of BC

Information Children

Literacy Now Burnaby

Lower Mainland Purpose Society

Ministry of Children and Family Development

MOSAIC

Nikkei National Museum & Cultural Centre

North Fraser Métis Association

Pacific Post Partum Support Society

Progressive Housing Society

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

St. Stephen the Martyr Anglican Church

The Society to End Homelessness in Burnaby

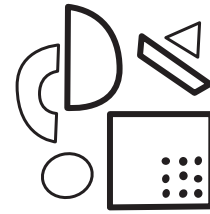
Tian-Jin Temple

WorkBC

YMCA Child Care Resource & Referral

ENCOURAGE

Curiosity & exploration



ADULT PROGRAMMING

We continued to focus on core programs that encourage learning and connection. In our **Book Discussion Group**, we read and discussed books by diverse authors including Asian Canadian, Black, Indigenous and queer authors. We also expanded our popular **English Conversation Circles** by offering more sessions at different branches, providing a friendly setting for people to practice spoken English. Additionally, we continued our job search program to help job seekers with employment and market research, and partnered with SUCCESS to launch a **Resumé Clinic**, which offered one-on-one help to job seekers looking to improve their resumé and interview skills.

TEEN PROGRAMMING

BPL's creative programming for teens expanded significantly in 2022, thanks to increased donor funding. Programs are now offered on professional development days as well as the spring, summer and winter holidays. These programs included innovative ways to create art using iPads and creative software, such as digital drawing, as well as more traditional artistic mediums like acrylic painting and embroidery. Teen Services Librarians also collaborated with the Burnaby Art Gallery and Burnaby high schools to provide programs centered on diversity in art. These programs featured guest speakers with diverse life experiences, who shared how their unique perspectives shape their creative expression.

To support teen creative programming, donate to the **Julia Nelson Trust** at bpl.bc.ca/support-the-library

CHILDREN'S PROGRAMMING

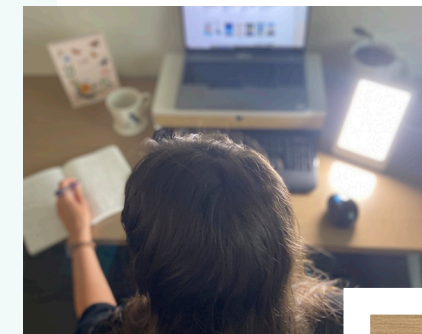
In 2022, we resumed in-person storytimes, with families of young children finally able to come together and socialize while sharing stories, rhymes and songs. We held outdoor storytimes in the spring, inviting community partners to attend and provide a valuable connection to resources that families missed during the pandemic.

We continued to add more programs as the year progressed, including ASL storytime and Tech Play programs, which provide older kids opportunities to experiment with coding and develop an interest in STEAM learning using iPads, Sphero SPRK+ robots and circuitry kits.

299 TOTAL EVENTS **6,838** TOTAL ATTENDEES

LIGHT THERAPY LAMPS

In October, with the days growing shorter and the weather turning colder, we introduced a new collection of Light Therapy Lamps to library borrowers. As the seasons change, some people experience seasonal mood changes or the "winter blues" due to the loss of daylight. Light therapy is a method used to combat these effects by providing a light source that mimics natural sunlight. We added 50 Light Therapy Lamps to our Curiosity Collection, which lends out innovative items that connect people to new ideas, experiences and resources.



149
CHECKOUTS



SUMMER READING CLUB



In June, we launched this year's Summer Reading Club with the theme "All Together Now." This theme resonated with families and children who were eager for in-person connections after two years of virtual engagement. The program was a big success with 6,604 registrations.

We also had two special wrap parties at Cameron and McGill that included a photo booth, games and refreshments, as well as appearances from Mayor Mike Hurley, board co-chair Sarah Bartnik and board trustee Ernie Kashima.

CREATE welcoming & innovative spaces



BOB PRITTIE METROTOWN FIRE

In the early hours of June 7, a fire occurred at ground level outside the southeast corner of Bob Prittie Metrotown. Fortunately, no one was injured. There was direct damage to the children's library, newspaper and magazine reading lounge and first floor staff workspaces. Smoke damage had spread throughout the building.



For the next three months, the library remained closed while a restoration company worked to make the building safe again. Our Collections team moved quickly to assess and begin replacing over 29,000 items lost to the fire. Once employees were allowed to reoccupy the building, staff from all departments pitched in toward reopening, by processing the backlog of returned items and holds destined for Bob Prittie Metrotown, and helping to reassemble and reshelve the Children's Library in time for reopening on September 19. A huge thank you to staff for working through the challenges caused by the fire and their commitment to quickly resuming library services for our community.



BOB PRITTIE METROTOWN RENOVATIONS

Renovations at Bob Prittie Metrotown began on July 4, overlapping with the building closure due to fire restoration. On September 19, the library opened to the public during regular hours while Phase I renovations continued. While parts of the building were hoarded off for construction, patrons could continue to browse and borrow items from both floors, pick up holds, access computers, Wi-Fi and printing and get information help. Three new washrooms and a water-filling station were installed on the second floor. The remaining renovations, including the new Digital Studio, Community Room, automated material handling system, first floor washrooms and service desk are scheduled to finish in mid-2023.

A renovation project does have its share of complications and we want to address its impacts. The removal of the 24 hour library return, loud ongoing construction noise and the temperature drop inside the temporary entrance during winter were drawbacks for both patrons and staff. We'd like to thank everyone for their patience, adaptability and resilience throughout the project, and we're excited to share in-demand spaces for the community to use and enjoy.

TEEN SPACE OPENING

On July 9, BPL launched a brand new teen space at Tommy Douglas. Through our regular Teen Advisory Group meetings, and other groups we connect with, Burnaby teens gave ideas and feedback on design elements and equipment for the space. Previously an underused computer lab, the room has been transformed into a bright and welcoming space, reserved for teens to study, hang out and socialize.

We hope that this room can provide resources and a space that allow teens to relax, socialize and explore their creativity, interests, and passions. There are plans to equip the room with more creative digital software and maker technology for DIY projects. Throughout the year we ran digital drawing programs with new iPads.



INVIGORATE people & culture



ANTI-RACISM COMMITMENTS

In 2021, BPL worked with consultants to conduct an anti-racism climate audit of our organization. Building upon staff feedback and recommendations from the audit, in 2022 work began on a series of anti-racism commitments to continue BPL's journey to make systemic change and cultivate an anti-racism organization.

Our anti-racism commitments include evaluating our hiring practices, reviewing how we respond to security incidents through an anti-racism lens, and creating safer spaces for staff who are Indigenous, Black or people of colour. In summer 2022, each of BPL's four branches closed for one day to enable 170 staff to attend anti-oppression training workshops. Work on BPL's anti-racism commitments will continue in 2023 and beyond.

PICARD TRUST AWARD

BPL introduced the Picard Trust Awards, two annual library school scholarships of \$2,500 each. The awards are open to Burnaby residents or BPL employees who identify as Black, Indigenous or a person of colour to attend a master's program at a library school in Canada. In 2022, BPL employees Sue Choy and Maité Mayeta Cumba were the first recipients of these awards.

The Picard Trust Awards are an ongoing initiative and are a result of BPL's anti-racism commitments. Intended to increase the diversity of librarians at BPL and in the broader library community, we hope through these awards that more Burnaby residents will start to see themselves reflected in our libraries.

“ It is an honour to be one of the first recipients of the Picard Trust Award. To me, the establishment of the Picard Award for BIPOC staff acknowledges that BPL is working towards becoming a more inclusive and equitable organization which will result in better reflecting the diverse we community serve, and create a safer and more welcoming environment for BIPOC staff. ”

– Sue Choy

“ With this award Burnaby is taking a leadership position and it is my dream that more local libraries will make a real effort to support minorities and people of colour to bring equal representation to the library field. It is a huge encouragement and affirmation for me to be receiving this award. ”

– Maité Mayeta Cumba

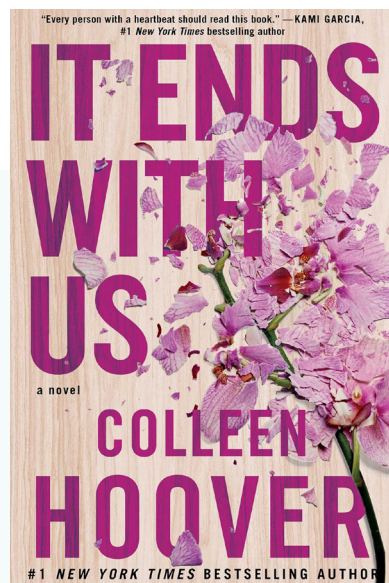
STRATEGIC PLANNING

In 2023, the BPL Board is working on a new strategic plan. We'll be reaching out to patrons and community members to find out what we need to do to connect community and build an inclusive Burnaby. Look out for opportunities to contribute to BPL's future goals online and in branches in June.

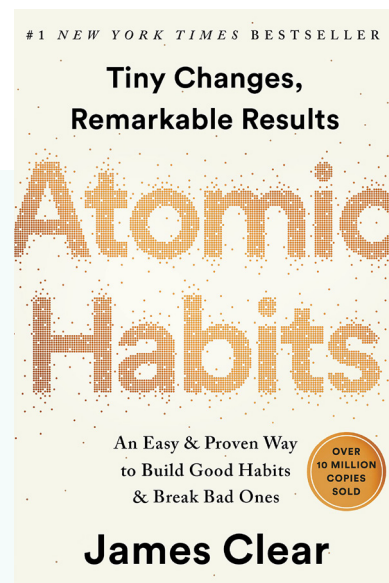
Top Reads

What were library members most interested in reading in 2022? Here are our most checked-out titles of the year!

ADULT FICTION



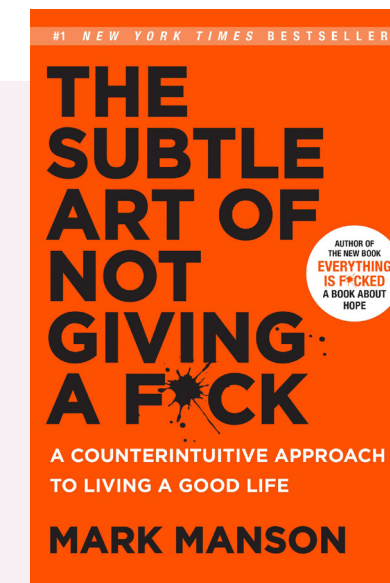
ADULT NON-FICTION



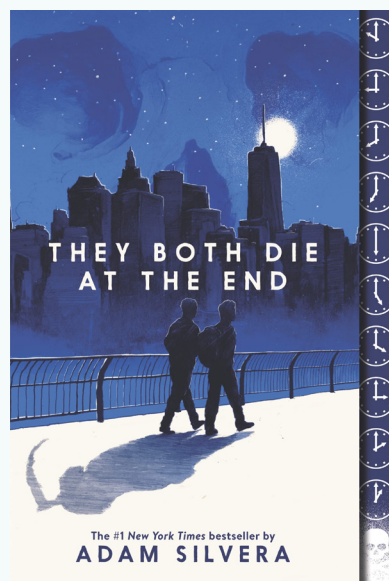
ADULT FICTION



ADULT NON-FICTION



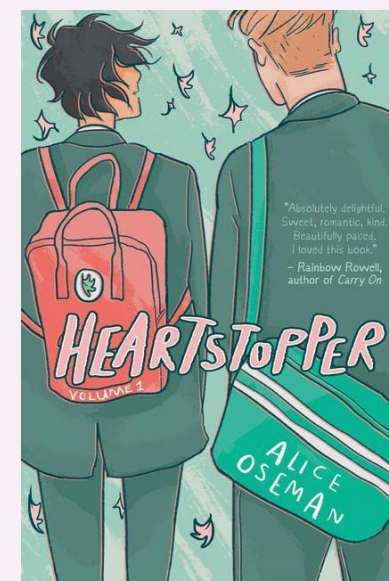
TEEN FICTION



CHILDREN'S FICTION



TEEN FICTION



CHILDREN'S FICTION



PHYSICAL

2,404,112 TOTAL CHECKOUTS

↑ 2% INCREASE FROM 2021

DIGITAL

381,894 E-BOOK & AUDIOBOOK CHECKOUTS

↑ 17% INCREASE FROM 2021

Financial Highlights

REVENUE	2022	2021
City Contribution	15,726,100	14,636,023
Library Fees and Fines	10,577	7,402
Provincial Grants	470,080	470,080
InterLINK	82,388	129,684
Transfer from Reserves	252,683	28,578
Other	189,372	56,844
Total	16,731,200	15,328,611

EXPENDITURES	2022	2021
Salaries and Benefits	11,893,600	11,027,438
Library Materials & Electronic Databases	2,547,252	2,336,541
Operations & Maintenance	2,290,348	1,900,051
Other	-	64,581
Total	16,731,200	15,328,611

Pandemic Relief Funding

Most of BPL's funding is from the City of Burnaby. Some funding is also provided by the provincial government. In 2022, the annual provincial grant was supplemented by special funding to address the impacts of the pandemic, in recognition of the key role that public libraries play as a reliable source of information, help with and access to technology. BPL is using this multi-year funding to increase spending on e-books, to increase the number of Wi-Fi hotspots that we have available to lend to patrons and through community organizations, and on staff training and initiatives on harm reduction.

Support the Library

Burnaby Public Library has greatly benefited from the generous donations of library supporters. You can show your support by contributing to one of our three trusts.

- The **Bridget Perrot Trust** is dedicated to purchasing audiobooks and equipment for our Home Library and Accessible Services department.
- The **Julia Nelson Trust** focuses on supporting Teen Services and allows us to run more teen programs, and increase opportunities for teens to make peer connections, engage with the community and develop abilities and talents to nurture their creative endeavors and passions.
- The **General Purpose Trust** is used to enhance library services, for example to train staff, to start new collections and purchase new equipment.

Your donations big and small help us continue to improve our services and resources for the community. To learn more about how you can donate, visit bpl.bc.ca/support-the-library

Thank you to our donors

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