

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

BURNABY PUBLIC LIBRARY

### CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- [2. MAJOR PROJECTS/PROGRAMS](#)
- [3. CHALLENGES](#)
- [4. COVID-19 RELIEF & RECOVERY – 2022 PROGRESS REPORT](#)
- [5. BOARD APPROVAL](#)

### INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year. If provincial funding is primarily used to support your library's core operations, please include a general describe where it is applied (staffing, utilities, collections, etc.).

Burnaby is located on the ancestral and unceded homelands of the Skwxwú7mesh and hə́nqəmíñəm speaking people. Burnaby is a racially diverse community within a rapidly growing metropolitan area: Burnaby's population increased by 7% from 2016 to 2021, and 249,125 people now call Burnaby home. From 2016 to 2021, Burnaby's senior population grew by 16%. More Burnaby residents are immigrants than are non-immigrants:

- In 2021, just over 50% of Burnaby residents were immigrants;
- 13.3% of Burnaby's population immigrated to Canada during the previous 10 years;
- A majority of Burnaby residents (57.8%) have a mother tongue other than English, and 37.9% most often spoke a language other than English or French at home.

Burnaby Public Library empowers the community to engage with and share stories, ideas and information. Our dream is a welcoming community where all people can explore, learn and connect. Our four library branches offer books, magazines, DVDs, audiobooks and other materials in a dozen different languages. Through [www.bpl.bc.ca](http://www.bpl.bc.ca), Burnaby residents can download free e-books and audiobooks, stream independent films and music, and access online magazines and newspapers. BPL's branches are important public spaces, meeting places and centres for discovery and dialogue. We provide access to computers and Wi-Fi, and our expert staff help people access the information that they need for work and study, and to navigate essential services online. Library staff work outside our branches too. The Home Library and Accessible Service Department provides personalized service and an exclusive collection of library materials to patrons who are unable to come to our branches due to health reasons or a physical disability; we visit private residences, care facilities,

assisted living spaces and other institutions, and through services such as NNELS offer materials in alternative formats to clients who are print-disabled.

BPL engaged consultants in 2021 to conduct an Anti-Racism Climate Audit of the library. The library has developed anti-racism commitments arising from this work, and this work will continue to be a major priority in 2023. BPL is a key partner at various community tables, including the Burnaby Intercultural Planning Table, the Burnaby Interagency Council, and the Burnaby Primary Care Network.

Over the past few years, the City and BPL have been building relationships with local First Nations and urban Indigenous peoples, and the Burnaby Village Museum produced an award-winning [Indigenous History in Burnaby Resource Guide](#).

In 2023, the BPL Board will engage the community in developing a new Strategic Plan. The Library will also increase our focus on accessibility, in line with the requirements of the Accessible BC Act.

## 2. FEATURED PROJECTS/PROGRAMS

Please describe any featured projects/programs the library has delivered in the past year. To report on multiple projects/programs, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per project/program. You do not need to report on every project/program, only highlights/notable examples.

<b>Project/Program Name</b>
<b>Removing Barriers through Community Work</b>
<b>Provide a brief description of the activities involved in this project/program.</b>
In 2021, BPL shifted staffing and other resources from in-branch service to community work. BPL created a new position of Manager, Community Development and added three new community librarian positions. The mandate of this team is to deliver service through an equity lens to community members that face barriers to library services. While this work was planned before the COVID-19 pandemic, lessons learned and connections made during COVID strengthened the work. Removing barriers also happens in library locations. Staff have developed principles and training that reduces ID requirements for getting a library card, with particular emphasis on getting trans patrons and Indigenous names right, and in 2020 the BPL Board removed late fines. In May of 2022, work started on a proposal of \$5 free printing per month per patron and the roll-out of new printers at all locations in early 2023 will see this new process implemented.
<b>How does this project/program support the library’s strategic goals and/or community?</b>
The first goal in BPL’s Strategic Plan is Connect with Community. Through this goal, the library aims to discover and understand our communities’ needs and aspirations, and remove barriers to library services. BPL’s four community librarians include Indigenous and racialized staff. This team is committed to applying Anti-Racism and EDI frameworks to prioritize community members and groups who experience barriers and could benefit from a connection to the library.
<b>How does this project/program support the <a href="#">B.C.’s strategic goal(s) for public library service</a>? Please provide information for as many goals as applicable.</b>

<p>1. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>The work of staff in the community includes helping community members get online, and providing access to resources. In 2021, BPL started lending WiFi hotspots, which was made possible through provincial digital funding. These hotspots continue to be a much needed resource for community groups and patrons who face barriers to Internet access.</p> <p>In 2022, Community Librarians shifted their work from virtual meetings to more in person connection with community which have allowed them to offer more tech assistance with personal devices such as phones and, have conversations with community members to highlight digital resources such as Kanopy.</p>
<p>2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	<p>In 2021, BPL’s community work involved extensive staff training in community-led work. BPL used the expertise of two of our staff who teach Community-Led Libraries at the UBC iSchool to deliver a 13-week Community Development Institute for community, children’s and teen librarians. Adult public service librarians also received a modified version of this training.</p> <p>In 2022, the community, teen and children’s librarians met monthly to share best practices and to discuss challenges with community-led work. Community librarians have partnered with children’s librarians and adult public service librarians for some visits; allowing for experiential learning, these experiences have helped to bolster the confidence of staff newer to community work. Community librarians have also worked to handover some established relationships, where it makes sense, for branch librarians to continue the work; this allows community librarians to then pursue new connections.</p>
<p>3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>BPL staff continue to provide information in places like food banks, outreach hubs and BC Housing complexes. Health information, information on government benefits and services, and help with accessing various resources are provided. The Community Team also participate in some interagency tables where they can share with other community agencies what the library can provide, and the librarians can also develop an understanding about the community resources available so that they can make appropriate referrals to patrons.</p>
<p>4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	

**What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.**

- Community members have increased access to resources such as computers and WiFi hotspots, and expert staff help, outside of regular library branches and in places they already frequent. One patron who borrowed a WiFi hotspot told the librarian, “I can’t believe that the library is giving me the Internet!”
- By applying Anti-Racist and EDI lenses, vulnerable community members and groups are prioritized for connection and service from the library.
- Through relationships built with community members, BPL staff are able to identify and remove barriers to library service, in particular removing deadnames from records and including patron’s Indigenous names on library records

**Did the project/program involve any partnerships? If so, what was the partner’s role (e.g., funding, outreach, service delivery)?**

Multiple partnerships, including umbrella organizations like the Burnaby Primary Care Network, Burnaby Intercultural Planning Table and Burnaby Interagency Council. Partnerships with City departments, particularly IT and Planning, and with community groups such as Burnaby Neighbourhood House, MOSAIC, and the Society to End Homelessness in Burnaby

**Project/Program Name**

**Anti-Racism Commitments**

**Provide a brief description of the activities involved in this project/program.**

In 2021, BPL engaged with consultants to conduct an anti-racism climate audit of our organization. This included interviews with individual staff, facilitated focus groups, and a survey. Through the work, staff shared experiences about racism at BPL and ideas about what we need to do to become an anti-racist organization.

BPL also created a staff Anti-Racism working group, which is led by and comprised of non-supervisory frontline staff. This group acts as a learning hub for its members, who also take on projects such as training, resource sharing and facilitation.

In 2022, work began on a series of Anti-Racism commitments. The commitments were shared with staff in a specially produced booklet. As part of these commitments, the following work was undertaken:

- BPL Board created the [Picard Trust Awards](#). Two annual scholarships of \$2500 each are aimed at strengthening diversity in the library community. The Picard Trust awards are open to residents of Burnaby and current employees of Burnaby Public Library who are Indigenous, Black or people of colour, and are pursuing a master’s in a library and information studies program in Canada.
- BPL began a Human Rights Commission special program to diversify BPL’s exempt staff team. Under the program, preference is given to applicants who identify as Indigenous, Black or a person of colour. The program applies to ten exempt positions at the library, and we have successfully hired four staff through the program since it began in September 2021.
- In summer 2022, 170 of BPL’s 200 staff attended an all day anti-racism training workshop. Each of BPL’s four branches was closed for one day to maximize staff attendance at the training.

--

**How does this project/program support the library’s strategic goals and/or community?**

The fourth goal in BPL’s Strategic Plan is Invigorate People and Culture. As part of this goal, the Library Board aims to support staff to reach their full potential. Through the Anti-Racism Climate Audit, staff told us that some staff who are Indigenous, Black or people of colour do not feel supported, and do not feel that BPL supports their needs equitably.

While much of the work coming out of the anti-racism climate audit is internally-focused, there is work being done to build anti-racism into our daily work. This includes looking at how we resource and promote services and materials in languages other than English.

**How does this project/program support the [B.C.’s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.**

<p><b>1. Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	
<p><b>2. Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	<p>The anti-racism commitments that came from the audit include extensive training for BPL staff and trustees in anti-racism principles, debiasing the hiring process, and addressing incidents of racial harm.</p>
<p><b>3. Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	

<p>4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>The anti-racism climate audit included participation from the Library Board, and robust discussions of board make-up. Conversations about the lack of racial diversity at the librarian level led the Board to change the terms of its <a href="#">Picard Trust Awards</a> given to library school students. The award is now restricted to students who identify as Indigenous, Black or a person of colour, and the award amount was increased to fund two awards of \$2500 each</p>
---	---

**What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.**

- Staff have a shared understanding of racism and anti-racism
- Staff, in particular racialized staff, feel supported when incidents of racism happen

**Did the project/program involve any partnerships? If so, what was the partner’s role (e.g., funding, outreach, service delivery)?**

n/a

**Project/Program Name**

**Curiosity Collection**

**Provide a brief description of the activities involved in this project/program.**

In 2022, BPL expanded its Curiosity Collection – a collection of innovative items that aims to connect people to new ideas, experiences and resources. Last year, we reported on the addition of birding backpacks, equipped with binoculars and guides to birds, plants and butterflies. Since then, we’ve added wifi hotspots to the collection, allowing borrowers to connect to the internet at home and on the go. This need was identified in the pandemic, and demand for access to the internet in the community remains high. In 2022, we added light therapy lamps, which are commonly used to treat seasonal affective disorder, and can help enhance mood, energy, sleep and focus. Many people in our community are affected by the loss of daylight in fall and winter, and this is especially true in our region, with its cloudy, rainy winters.

**How does this project/program support the library’s strategic goals and/or community?**

The second goal in BPL's Strategic Plan is Encourage Curiosity and Exploration. BPL's Curiosity Collection inspires learning, creativity and play, skill development and digital access.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.**

<p>1. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>Lendable wifi hotpots provide critical access to the internet for Burnaby residents who don't have the internet at home, can't afford a data plan, or face other barriers to accessing these services. Other items in the curiosity collection are a low-barrier way for borrowers to experiment with new technologies, explore a new hobby, or develop new interests.</p>
<p>2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	
<p>3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Wifi hotspots expand access to the internet in the community, allowing users to access the internet, including critical online services, when and where they need it.</p>
<p>4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	

**What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.**

- Increased wifi connectivity and digital access in the community
- Expansion of wifi service points beyond BPL’s four library locations, and beyond library open hours
- Expansion of the variety of devices available to borrow within the curiosity collection, meeting a broader range of needs and interests

**Did the project/program involve any partnerships? If so, what was the partner’s role (e.g., funding, outreach, service delivery)?**

n/a

### 3. CHALLENGES

The following topics have been identified as recurring themes in previous years’ PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank. Use the ‘Other’ row to include any ongoing or past challenges that not included in this list. If you have more than one ‘Other’ item to add, please insert additional rows into the table.

Challenge	Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2021. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).
COVID-19 (e.g., safety protocols, proof of vaccination)	COVID-19 has significantly impacted Burnaby, in particular the most marginalized citizens. As information moved quickly online, community members without access to technology and connectivity were left behind. The provincial digital grant enabled BPL to lend WiFi hotspots and laptops, and staff working in the community were able to share technology expertise. Safety protocols have increased expenses for staffing and supplies, such as plexiglass and cleaning.
Emergency response (e.g., fires, floods, extreme weather)	A fire at the Bob Prittie Metrotown branch in June 2022 closed the library for two months and resulted in extensive damage, including the loss of the entire children’s collection and furniture. The losses are covered by insurance, but there is significant work to rebuild the collection and repair damage. The disruption to staff and patrons has been compounded by



	<p>scheduled major renovations to the Metrotown branch, which began in July 2022 and are scheduled to finish in mid-2023.</p> <p>BPL's response to climate emergencies included opening cooling shelters in the extreme heat, and sharing information about warming centres and other services for citizens during extreme cold.</p>
Financial pressure (e.g., rising costs, reduced revenues)	Patron demand for digital material is stretching operating budgets, as the cost of digital material exceeds the cost of print material.
Staffing (e.g., recruitment and retention, mental health and wellness)	The pandemic has had a significant impact on staff mental health, particularly for staff who work directly with the public. BPL has been participating in the Canadian Mental Health Association's Not Myself Today program, and frontline staff ambassadors are effective and accessible champions in eliminating the stigma around mental health and by building skills that support a safe, supportive and mentally healthy work culture.
Disappearing services in the community (e.g., government, banking, health)	The loss of public phones in the community is a big issue. BPL is looking at installing free public phones in 2023, beginning with a pilot at the temporary Cameron location.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Lack of home Internet for many of Burnaby's most vulnerable community members, coupled with a growing need for access to the Internet for basic tasks such as accessing government information and forms, making medical appointments. BPL's WiFi hotspot lending program helps to bridge this gap.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	According to figures from the Homeless Count and data from the Society to End Homelessness in Burnaby, there are many more unhoused people in Burnaby since the pandemic started. Services for homeless people have been reduced, and can be inaccessible to people relying on public transport. BPL librarians regularly visit places where homeless people gather, in particular food banks and pop-up resource centres.

Other (please specify)	
------------------------	--

#### 4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT

##### **Summary and Overview**

Please provide an executive summary (overview summary) on the library’s use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.

<b>Summary and Overview</b>
Focus for Burnaby Public Library with the COVID-19 Relief portion of this grant is largely on meeting increasing demand for Wi-Fi in the community, and demand for e-books and downloadable audiobooks. These are needs that soared in the pandemic, and demand remains high even as we have restored access to physical collections and to computers and Wi-Fi in library branches. A smaller portion of the grant is being used to pilot a program to offer water and snacks in the library to people in need, as needed, recognizing the role that food insecurity plays in the ability to access library and other services. The Emergency Planning & Preparedness portion of the grant will cover training on emergency response-related topics for a broad range of front-line library staff.

	<b>Grant budget</b>	<b>Reallocated budget</b>
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$92,195.20	\$90,926.93
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$30,731.73	\$32,000
<b>Total Grant Amount</b>	\$122,926.93	\$122,926.93

## Project Progress Report

Please use this section for:

1. Report progress on projects included interim report **and/ or**
2. New projects developed since interim report (copy and paste tables as needed)

<b>Project/Program/Activity</b>	Increase hotspot lending to support digital inclusion and expand internet connectivity for residents
<b>Rationale</b>	The need for additional connectivity in the community was identified in the pandemic, and demand remains high even as we have restored access to computer and wifi in library branches.
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	More hotspots available to borrow from the library. Shorter wait times for existing hotspots that were introduced during the pandemic.
<b>Outcome/Impact</b>	Improved access to the internet in the community. Connectivity for individuals is less constrained by library hours and physical space.
<b>Metrics</b>	Double the # of hotspots available to borrow from the library, from 15 devices to 30. Fund data for those hotspots for two years.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$36,000
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	In progress and expected to complete in Q1 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Increase community connections and expand internet connectivity with Wi-Fi hotspots at community events
<b>Rationale</b>	The need for additional connectivity in the community was identified in the pandemic, and demand remains high even as we have restored access to computer and wifi in library branches.
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	More hotspots available for community development and teen services librarians to use at community events and outreach visits, and to lend to people who are unable or unlikely to visit the library. Improved Wi-Fi service at library events and outreach visits (using Wi-Fi range extenders).
<b>Outcome/Impact</b>	Improved, low-barrier access to the internet in the community, especially for people traditionally underserved by libraries. Connectivity for individuals is less constrained by library hours or physical space.
<b>Metrics</b>	Double the # of hotspots available for community development, from 5 units to 10. Expand the Wi-Fi range for 5 of those units. Fund data for these hotspots for two years.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$12,500
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	In progress and expected to complete in Q1 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Expand e-books and downloadable audiobook collections
<b>Rationale</b>	Demand for e-books and downloadable audiobooks soared in the pandemic, and demand remains very high even as we have restored access to physical collections in library branches.
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	Broader selection of e-books and downloadable audiobooks for borrowers, and shortened wait times for materials in these formats.
<b>Outcome/Impact</b>	Readers experience fewer barriers to reading material, and are able to access a wider range of materials in the formats that best meet their needs.
<b>Metrics</b>	Estimated 600-700 new titles added to BPL's e-book and audiobook collection.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$40,726.93
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	In progress and will complete in Q1 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Establish a pilot program to offer water and snacks in the library to people with immediate hunger needs, as needed.
<b>Rationale</b>	This pilot program recognizes the role that food insecurity plays in the ability to access library and other services.
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	Snacks and water available for library staff to offer to patrons with immediate hunger needs and/or experiencing physical or emotional distress.
<b>Outcome/Impact</b>	Lowered barriers to library and information services, and more welcoming spaces for individuals and families in need.
<b>Metrics</b>	Program launched at one location, and piloted for one year.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$1,700
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Provide training to library staff on emergency planning and emergency response-related topics.
<b>Rationale</b>	The need for additional training for staff around mental health first aid and disaster planning surfaced in the pandemic. The need was further amplified following several heat emergencies in our region, and most recently a fire at our largest library branch.
<b>Area of Need</b>	Emergency Planning & Preparedness
<b>Action/Output/Deliverable</b>	Training for library staff on emergency mental health first aid. Workshops for supervisor and managers on business continuity management, leading with resilience, and building a trauma-informed organization.
<b>Outcome/Impact</b>	Better support for staff and patrons experiencing mental health issues or in crisis. Improved skills and ability of supervisor and managers to respond to crisis and change, and ensure service continuity in a disaster.
<b>Metrics</b>	60 staff trained in mental health first aid. Workshops for 20 senior staff and 10 exempt staff in emergency planning and emergency-response related topics.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$32,000
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	In progress and expected to complete in Q4 2023.
<b>Comments (optional)</b>	

## 5. BOARD APPROVAL

*Electronic signatures are acceptable where physical signatures are not feasible.*

Library Director Signature:  Date: 2023-02-21

Board Chair Signature:  Date: 2023-02-21