

BPL Library Board

Agenda

Thursday, September 12, 2024

Frank Rose Room, 6:30 p.m.

Burlington Public Library is located on the Treaty Lands and Territory of the Mississaugas of the Credit.

A light dinner will be served at 6:00 p.m.

1. Call to Order

2. Approval of the Agenda

3. Declarations of Interest

4. Decision Items

4.1 2025 Draft Capital Budget

4.2 Policy Review Report

4.2.1 Fees & Charges Policy

4.2.2 Room Rental Policy

5. Discussion Items

5.1. 2025 Draft Operating Budget Scenarios

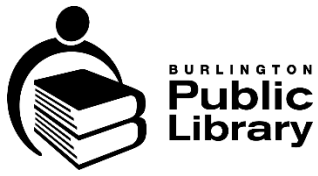
6. Closed Session

6.1.

7. Approval of Motions from Closed Session

8. Information Items

8.1. 2024 Customer Satisfaction Survey Report



9. Other Business

9.1.

10. Next Meeting:

Thursday, September 26, 2024, 6:30 p.m., Frank Rose Room

4. Decision Items: 4.1 2025 Capital Budget Report

Recommendations

THAT the Burlington Public Library Board approve the draft 2025 Capital Budget Submission.

Purpose

To seek the Board's approval of BPL's 2025 Capital Budget submission.

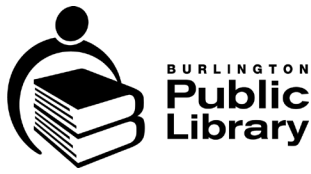
Background

The City of Burlington has provided capital guidelines for the 2025 budget. Council is scheduled to consider approval of the proposed 2025 budget in December. As always, the draft budget was submitted to City Finance in August to allow time for inputting into their systems, with the understanding that Library Board approval occurs in September.

Discussion

The 2025 ten-year Capital Budget guideline includes total funding of \$5,642,000 from 2025 to 2034. Staff have prepared a draft Capital budget for Board consideration that meets the capital guidelines provided by the City of Burlington. Below are some key highlights:

- The New Appleby branch is scheduled to move to the Robert Bateman Community Centre in 2025 and the \$650K funding that has been held in the Capital Reserve Fund will be utilized to purchase furniture, shelving, technology, and signage.
- Additional funding is set aside in 2025-2029 to fund the Central Infrastructure Project. Class B cost estimates are expected in October for both phases of the project.
- Funding for collections expansion is once again available through the capital budget at an amount of \$55,000 annually, funded 100% by development charges.



Strategic Implications

The budget process plays a key role in supporting the current strategic plan by ensuring proper allocation of funding to operational and capital needs to support key initiatives in each of the Strategic Goals.

Equity, Diversity & Inclusion Considerations

Strong stewardship of financial resources will ensure BPL is well positioned to provide resources and deliver services for all members of the community.

Risk Management

Capital spending is carefully planned over the ten-year horizon, based on typical life-cycle replacement needs and costing provided by the City Facility Asset Management team. With the implementation of recommendations from the City's Accountability Framework over the next couple of years, staff expect to further clarify the roles and expectations around costing and managing capital projects to ensure sufficient funding in relation to market prices and timely implementation.

Report Author(s)

Respectfully submitted: Nicole Tewkesbury, Director, Finance & Infrastructure

Burlington Public Library
DRAFT 2025 to 2034 Capital Budget

Project Category		2024 Approved Funding	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	Totals
Facility Repair & Renewal	Alton	\$ -	-	-	-	8,300	-	-	-	106,000	46,700	-	161,000
Facility Repair & Renewal	Brant Hills	\$ 291,000	-	-	-	-	-	5,000	-	-	-	-	5,000
Facility Repair & Renewal	Tansley	\$ -	-	283,200	50,000	-	-	-	96,000	95,000	-	200,000	724,200
Facility Repair & Renewal	Central	\$ -	83,000	-	-	43,500	77,000	108,000	53,700	290,000	100,000	25,000	780,200
Infrastructure Project	Central	\$ 1,814,026	296,100	63,000	242,500	128,000	123,000						852,600
New Appleby Relocation Project	New Appleby	\$ -	650,000										650,000
Collections Expansion			55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	550,000
Emerging Technologies & IT Infrastructure		\$ 303,830	313,000	405,000	258,400	385,100	192,300	551,700	365,300	189,800	470,200	378,900	3,509,700
		\$ 2,408,856	1,397,100	806,200	605,900	619,900	447,300	719,700	570,000	735,800	671,900	658,900	7,232,700
Source													
COB Capital Guideline		\$ 510,200	521,500	531,600	550,900	564,900	564,900	564,900	564,900	593,100	593,100	593,100	5,642,900
COB - Development Charges			55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	55,000	550,000
Library Reserve (funds deposited to reserve)		\$ 1,898,656	820,600	219,600	-	-	(172,600)	99,800	(49,900)	87,700	23,800	10,800	1,039,800
		\$ 2,408,856	1,397,100	806,200	605,900	619,900	447,300	719,700	570,000	735,800	671,900	658,900	7,232,700
Opening Reserve Balance			1,041,079	220,479	879	879	879	173,479	73,679	123,579	35,879	12,079	
Reserve (used)/saved in year			(820,600)	(219,600)	-	-	172,600	(99,800)	49,900	(87,700)	(23,800)	(10,800)	
Ending Reserve Balance			220,479	879	879	879	173,479	73,679	123,579	35,879	12,079	1,279	
Reserve Balance tied to Audited Financial Statements													
Actual Capital Reserve Fund Balance	Dec 31, 2023	\$ 2,939,735											
Less Reserve funds req'd in budget year		\$ (1,898,656)											
Estimated Closing Reserve Balance	Dec 31, 2024	\$ 1,041,079											

Burlington Public Library

DRAFT 2025 to 2034 Capital Budget

Emerging Technologies and IT Infrastructure

To provide for the replacement of end of life technology including the phone system, network monitoring tools, computers and tablets, digital signage display, and peripherals used for staff and public internet machines. Replacements align with City replacement cycles.

2025 Projects

1. Public Access Computers and other in-branch customer technology (\$15K)
2. Computers, laptops, tablets and printers (\$55.3K)
3. Servers, firewalls and switches (\$190.4K)
4. Self check replacement (\$32K)
5. Digital signage and TVs (\$5K)
6. Phone system component upgrades (\$5.3K)
7. RFID equipment (\$10K)

2026 - 2034 Project Totals

1. Public Access Computers and other in-branch customer technology (\$490K)
2. Computers, laptops, tablets and printers (\$648.3K)
3. Servers, firewalls and switches (\$1,489.2K)
4. Self check replacement (\$288K)
5. Digital signage and TVs (\$70K)
6. Phone system component upgrades (\$121.2K)
7. RFID equipment (\$90K)

Collections Expansion

The Development Charges by-law allows for the Burlington Public Library's collection to be expanded to align with Burlington's growth.

Burlington Public Library

DRAFT 2025 to 2034 Capital Budget

New Appleby Relocation Project

The Library Board has entered partnership with COB and Brock University at the Bateman High School site which will replace the existing New Appleby branch. The New Appleby branch lease will expire on August 31, 2025, to align with the project timeline. BPL funded \$2.35M in 2023 for interior modifications and has \$650K for the cost of furniture, shelving, technology, and signage in reserve for use in 2025.

Facility Repair and Renewal - All Branches

Funding is intended to stabilize, replace or make improvements to existing building systems to effectively maintain the lifecycle of the facilities, improve energy efficiency and to provide a safe and accessible environment for patrons using the Burlington Public Library facilities. The majority of the projects are determined by reviewing reports from the City's facilities management software (VFA) which is based on standard lifecycle replacement. Each year the VFA reports are reviewed and updated based on inspections of building systems by BPL and City Capital Works staff.

2025 Projects

1. Central facility - exterior LED lighting, fire alarm system components, data centre cooling, eye wash station (\$83K)
2. Central Infrastructure project - HVAC, skylights, roofing (\$296.1K)*.

*\$204,626 was previously set aside by Board from the 2023 capital reserve interest and operating surplus. These funds are held in reserve to increase interest earnings but is not new funding, although an additional \$91,500 is also being assigned to this project through the 2025-2034 budget process.

2026 - 2034 Project Totals

1. Central facility building systems (flooring, doors, water coolers, water heaters, electrical panels, parking lot) (\$697.2K)
2. Central Infrastructure project - HVAC, skylights, roofing (\$556.5K)
3. Tansley Woods facility building systems (sprinkler system, roofing, windows, doors, carpet, washrooms, electrical servicing, parking lot etc.) (\$724.2K)
3. Brant Hills facility building systems (flooring) (\$5K)
4. Alton facility building systems (interior painting, floor finishes, etc.) (\$161K)

Burlington Public Library Board
Statement of financial position
 As at December 31, 2023

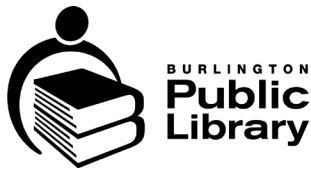
	Notes	2023 \$	2022 \$
Assets			
Cash		175,152	948,268
Accounts receivable		509,169	241,959
Due from City of Burlington		5,908,202	5,331,281
		6,592,523	6,521,508
Liabilities			
Accounts payable and accrued liabilities		697,197	606,924
Deferred revenue	4	103,408	153,242
		800,605	760,166
Net financial assets		5,791,918	5,761,342
Commitments	6		
Non-financial assets			
Prepaid expenses		496,026	509,653
Tangible capital assets	9	4,390,352	4,664,897
		4,886,378	5,174,550
Accumulated surplus	10	10,678,296	10,935,892

The accompanying notes are an integral part of the financial statements

On behalf of the Board

_____, Board Chair

Due from City of Burlington	2023	2022
Capital Reserve Fund Balance Dec 31-held by COB	2,939,735	3,900,008
Operating Reserve Fund Balance Dec 31-held by COB	345,414	334,415
Outstanding Funded Projects Dec 31-held by COB	2,727,236	1,827,053
Annual Operating Surplus cash owed to COB	(134,682)	(796,079)
Shared Facility Chargebacks due to COB	(43,025)	(52,139)
Q4 Capital Expenses due from COB	73,524	118,023
	5,908,202	5,331,281



4. Decision Items: 4.2 Policy Review Report

Recommendations

THAT the Burlington Public Library Board approve the revised Fees & Charges Policy effective January 6, 2025, as presented.

THAT the Burlington Public Library Board approve the revised Room Rental Policy effective January 6, 2025, as presented.

Purpose

To seek the Board's approval of the updated Fees & Charges and Room Rental Policies.

Background

These policies have been reviewed and updated for the Board's consideration to align with current library practice and accessibility standards.

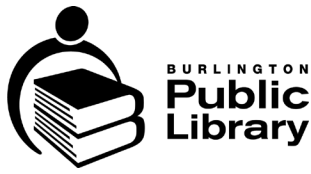
Policies set the framework for the governance and operations of the Library and provide direction to the Library Board and employees. Policies are the tool for achieving the library's purpose and advancing the Library's mission.

The Fees and Charges Policy is reviewed annually to reflect inflationary cost increases. The Room Rental Policy was last amended in 2021 and was due for review in 2024. In the attachments, the new revised policy is provided first, followed by the existing policy.

Discussion

Fees and Charges Policy

The Fees & Charges Policy is updated to reflect the current retail pricing for replacement fees and MakerSpace services and to ensure BPL maintains a cost recovery approach to setting rates. Room rental rates and associated fees have been increased by 5% except for Centennial Hall rates which have been increased by 10% due to the added complexity of rentals in this space and cost comparators in the community. A new administrative fee has been added to assist with particularly complex rentals that will be applied at the discretion of BPL staff prior to approving a



reservation request for Centennial Hall. These increases generally follow the City of Burlington 2025 budget guidance for a 3%-5% increase in user fees.

Information specific to amenities in each room available for rent has been removed to streamline the policy and a statement on refunds has been added. The effective date of this revised policy is January 6, 2025, to allow time for system updates and sufficient time to communicate changes to staff and customers.

Management and staff will be notified of the changes in the policy once approved by the Board. The approved policies will be posted on BPL's website.

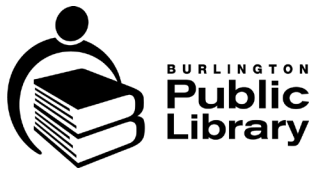
Room Rental Policy

This policy sets the principles and guidelines under which BPL offers rooms and event spaces for public rental when they are not in use for Library operations.

It has been revised to meet evolving operational needs and provide increased agility as BPL adapts to changing trends and expectations among users of this service. Key changes include:

- Change in title to Room Rental Policy to ensure consistent terminology and user-friendly language
- Emphasis on consideration of library operations to ensure room rentals do not impede others from enjoying general library use
- Directing to applicable legislation regarding unlawful activities rather than detailing legislation within the policy—this aligns with a shift we have taken with other BPL policies
- Abbreviated section on intellectual freedom as BPL's new Intellectual Freedom Policy addresses this topic in detail
- Increased detail and clarity regarding implied affiliation with Burlington Public Library to address misrepresentation of events occurring in rented rooms as Library endorsed events
- Removal of operational details and guidelines for using rented space
 - An operational Terms and Conditions document has been created to detail these expectations
 - The Room Rental Terms and Conditions is attached for the Board's awareness. This document will be updated in alignment with Board approved policy

Management and staff will be notified of changes to the Policy and of the new Terms and Conditions document once approved by the Board. Supplementary documents,



website content, and other communications will be updated reflecting the policy changes.

Financial Considerations

There is risk that any increase in fees and charges may negatively impact participation or use of services. It is important to avoid the erosion of the budget by maintaining a cost recovery model when setting fees and charges.

Fees increased beyond the City of Burlington's budget guidance of 3-5% remain competitive when compared to market rates.

Strategic Implications

This work aligns with all three goals within the current strategic plan under:

- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values.

Equity, Diversity & Inclusion Considerations

Strong governance positions the Library Board to ensure that BPL provides equitable and diverse collections and resources to our customers.

These policy updates consider continued need for equitable access to affordable services.

Risk Management

It is important that BPL policies remain aligned with Board decision-making.

Report Author(s)

Respectfully submitted: Lita Barrie, CEO

4. Decision Items: 4.2.1 Fees and Charges Policy

Contents

Purpose	1
Scope.....	1
Statement of Policy	2
Lost or Damaged Materials	2
Makerspace	3
Printing, Photocopying, Scanning and Faxing Services	4
Room Rentals.....	5
Programs and Special Events	6
Non-Resident	6
How to pay fees.....	6
Refunds	6

Purpose

To inform staff and customers of all fees and charges that may be issued by Burlington Public Library (BPL or the Library).

Scope

In accordance with the Public Libraries Act, R.S.O. 1990, fees may be imposed by a library board as follows:

1. NO fees may be charged for admission to a public library.
2. NO fees may be charged for borrowing of collection and reference materials.
3. Fees may be charged for other services, not referred to in 1 & 2 above.
4. Fees may be charged for use of spaces that are not being used for library purposes.
5. Fees may be charged for use of the library by persons that do not reside in the board's jurisdiction (non-resident fee).



6. Fines/replacement fees may be imposed for late/damaged/lost collection materials.

Statement of Policy

Burlington Public Library does not charge fines for overdue materials, but does impose replacement fees, fees for space rental, and fees for services such as printing and use of MakerSpace equipment. Additional services and programs requiring fees or charges may occasionally be developed by the Library. Fees for new additions will be consistent with the rates in this policy and must cover Library costs so operating budget and staffing resources can be focused on core Library services provided to the public at no additional charge.

Lost or Damaged Materials

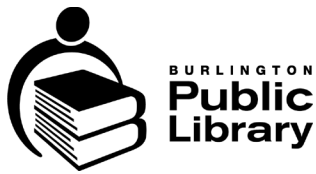
Customers will be notified of overdue materials via phone or email. A customer who does not return their materials after 30 days overdue will have their library account charged with a replacement fee as detailed below and their library card will be suspended until the items are returned or paid for. A collection agency will be used to assist in the collection of overdue accounts; however, the accounts will not be reported to credit agencies. When a library card is suspended, customers are still able to access digital collections and resources.

The Library will accept substitutes for lost or damaged materials/equipment in lieu of replacement fees when the substituted item is brand new and in original packaging.

Replacement fees for Interlibrary Loan materials will be assigned by the lending institution. BPL replacement fees are based on the retail value of the individual item at the time of loss, except for the fixed replacement fees identified below:

Book Kits & Other

- Magazine – \$10
- Puzzle – \$35
- Kit – Children's Reader – \$10
- Kit – Picture Book or Language – \$140
- Kit – Teen/Juvenile Series – \$50



- Kit – Cognitive or Theme – \$200
- Kit – Sensory – \$150
- Kit – Book Club – \$250
- Kit – Birds – \$400
- Kit – Yoto Mini Kit – \$300

Technology

- Radon Detector – \$175
- Launchpad, eReader or Fitbit – \$200
- WIFI Hotspot – \$225
- CO2 Monitor – \$240
- C-Pen Reader – \$380
- Chromebook – \$400
- iPad – \$472
- MacBook – \$1,800

Cultural Passes

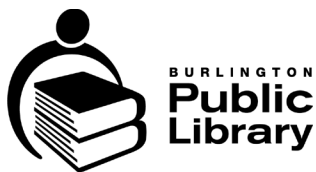
- Museum Pass – \$60
- RBG Pass or Hamilton Art Gallery Pass – \$130
- Conservation Halton Pass – \$135.50
- Ontario Parks Pass – \$225.00
- City of Burlington Live and Play Pass – \$312.90

MakerSpace

Customers who book the MakerSpace equipment are responsible for costs associated with damage or misuse of the equipment. Materials are available in the MakerSpace at the prices listed below.

Laser Cutter

- \$5.00 per 30 minutes plus cost of materials
- 1/8" Birch Plywood - \$9.75 per 1-foot by 2-foot piece
- 3mm Acrylic - \$15.00 per 1-foot by 2-foot piece
- Low odour laser rubber - \$35.30 per 8.5-inch by 12-inch piece



- Mylar - \$2.00 per 8.5-inch by 11-inch sheet

3D Printing

- \$2.50 per 30 minutes; PLA filament supplied by Library

Vinyl Cutter & Printer

- \$2.00 per linear foot of vinyl for cutting
- \$1.00 per linear foot of transfer paper
- \$4.25 per linear foot of permanent or static cling vinyl
- \$5.25 per linear foot of wall flair vinyl or paper adhesive
- \$7.65 per linear foot of canvas for printing
- \$11.65 per linear foot of heat transfer vinyl for printing

Large Format Printer

- \$13.55 per linear foot of gloss or satin photo paper

Embroidery Machine

- \$2.00 for every 5000 stitches or part thereof

Button Maker

- \$0.25 per pin-back button
- \$0.80 per magnet-back button

Sewing Machine & Serger

- No fee

Printing, Photocopying, Scanning and Faxing Services

- Black & white single sided - \$0.20 per page
- Black & white double sided - \$0.30 per page
- Colour single sided - \$0.40 per page
- Colour double sided - \$0.60 per page



- Outgoing Fax at Central, New Appleby and Tansley Woods - \$1.25 per page
- Scan to email – no charge

Room Rentals

All rates below are in hourly increments and include HST and liability insurance. Details of audiovisual equipment and furniture available in each room are noted on the room rental platform where reservations are requested. Users are charged the rate listed on the room rental platform at the time of their reservation request, even if the hourly rate increases between the date of the reservation request and the date of the reservation.

Centennial Hall requires a minimum four hour booking and all other rooms have a minimum of one hour. After the minimum, rooms are available in 30-minute increments.

Central Branch Rooms

- Centennial Hall: regular rate \$44.00; non-profit rate \$30.80
- Holland Room: regular rate \$32.55; non-profit rate \$22.80
- Frank Rose Room: regular rate \$32.55; non-profit rate \$22.80
- Ron Ness Training Room: regular rate \$32.55; non-profit rate \$22.80
- Small Meeting Room: regular rate \$19.95; non-profit rate \$13.95

Other Branch Rooms

- Aldershot Program Room: regular rate \$24.15; non-profit rate \$16.90
- Alton Program Room: regular rate \$32.55; non-profit rate \$22.80
- Brant Hills Program Room: regular rate \$24.15; non-profit rate \$16.90
- New Appleby Program Room: regular rate \$24.15; non-profit rate \$16.90
- Tansley Woods Program Room: regular rate \$32.55; non-profit rate \$22.80

Other Room Rental Fees

- Cancellation/change fee: \$15.75 for all room rental cancellations or changes to date, time, or room made with adequate notice. The balance of the reservation price will be refunded.
 - Minimum 168 hours (7 days) notice for changes or cancellations to Centennial Hall reservations
 - Minimum 96 hours (4 days) notice for changes or cancellations to all other room reservations

- No refunds issued for reservations cancelled or changed without the minimum required notice
- Cleaning fee: \$21.00 if customer leaves room in a messy condition
- Late fee: \$21.00 if customer stays beyond booking time
- Administration fee: \$50 per hour to be quoted and approved at the time of reservation confirmation for complex rentals in Centennial Hall requiring additional staff communication and coordination

Programs and Special Events

Programs offered by the Library are typically free of charge, however, some programs or special events may require an admission fee. Fees will vary per event and be set using a cost recovery approach.

Non-Resident

BPL charges an annual fee of \$64.90 to users of the Library who do not live, work, study, or pay property taxes in Burlington. Reciprocal borrowing agreements with Oakville, Milton, Halton Hills, and Hamilton public libraries provide access to BPL's collections without charging a non-resident fee, although restrictions may apply due to licensing agreements.

How to pay fees

Customers can pay fees in person at any branch by cash, debit, or credit. Room rental fees are by credit card at the time of reservation through room rental software.

Refunds

Please note that no refunds are issued for fees and charges except in the event of a library cancellation, staff error, or equipment malfunction. This includes when a program or product does not meet the expectations of the user.

Partial refunds (minus a cancellation/change fee) are issued for room rentals cancelled with the minimum required notice as detailed above.

Fees and Charges Policy

Contents

Purpose.....	1
Scope	1
Statement of Policy	2
Lost or Damaged Materials	2
Makerspace	3
Printing, Photocopying, Scanning and Faxing Services	4
Community & Event Space	4
Programs and Special Events	6
Non-Resident	6
How to pay fees	6

Purpose

To inform staff and customers of all fees and charges that may be issued by Burlington Public Library (the Library).

Scope

In accordance with the Public Libraries Act, R.S.O. 1990, fees may be imposed by a library board as follows:

1. NO fees may be charged for admission to a public library.
2. NO fees may be charged for borrowing of collection and reference materials.
3. Fees may be charged for other services, not referred to in 1 & 2 above.
4. Fees may be charged for use of spaces that are not being used for library purposes.
5. Fees may be charged for use of the library by persons that do not reside in the board's jurisdiction (non-resident fee).



6. Fines/replacement fees may be imposed for late/damaged/lost collection materials.

Statement of Policy

Burlington Public Library does not charge fines for overdue materials, but does impose replacement fees, fees for space rental, and fees for services such as printing and use of Makerspace equipment. Additional services, spaces, equipment, or materials may become available from time to time. Fees for new additions will be consistent with the rates in this policy and must cover Library costs.

Lost or Damaged Materials

Customers will be notified of overdue materials via phone or email. A customer who does not return their materials after 30 days overdue will have their library account charged with a replacement fee as detailed below and their library card will be suspended until the items are returned or paid for. A collection agency will be used to assist in the collection of overdue accounts; however, the accounts will not be reported to credit agencies. When a library card is suspended customers are still able to access digital collections and resources.

The Library will accept substitutes for lost or damaged materials/equipment in lieu of replacement fees when the substituted item is brand new and in original packaging.

Replacement fees for Interlibrary Loan materials will be assigned by the lending institution. Replacement fees are based on the retail value of the individual item at the time of loss, except for the fixed replacement fees identified below:

Book Kits & Other

- Magazine – \$5
- Board Game or Puzzle – \$35
- Kit – Children's Reader – \$10
- Kit – Picture Book or Language – \$140
- Kit – Teen/Juvenile Series – \$50
- Kit – Cognitive or Theme – \$200
- Kit – Sensory – \$150
- Kit – Book Club – \$250



- Kit – Birds – \$400

Technology

- Radon Detector – \$130
- Launchpad, eReader or Fitbit – \$200
- WIFI Hotspot – \$225
- CO2 Monitor – \$375
- C-Pen Reader – \$380
- Chromebook – \$400
- MacBook – \$1,600

Cultural Passes

- Museum Pass – \$60
- Art Gallery Pass – \$110
- RBG Pass or Hamilton Art Gallery Pass – \$130
- Conservation Halton Pass – \$135.50
- Ontario Parks Pass – \$225.00
- City of Burlington Live and Play Pass – \$312.90

Makerspace

Customers must use Library-supplied materials for Makerspace services except as identified below. Customers who book the Makerspace equipment are responsible for costs associated with damage or misuse of the equipment. New makerspace services and materials are added from time to time.

Laser Cutter

- \$5.00 per 30 minutes plus cost of materials
- 1/8" Birch Plywood - \$9.75 per 1-foot by 2-foot piece
- 3mm Acrylic - \$15.00 per 1-foot by 2-foot piece
- Low odour laser rubber - \$35.30 per 8.5-inch by 12-inch piece

3D Printing

- \$2.50 per 30 minutes; PLA filament supplied by Library

Vinyl Cutter & Printer

- \$2.00 per linear foot of vinyl for cutting



- \$1.00 per linear foot of transfer paper
- \$4.25 per linear foot of permanent or static cling vinyl
- \$5.25 per linear foot of wall flair vinyl or paper adhesive
- \$7.65 per linear foot of canvas for printing
- \$11.65 per linear foot of heat transfer vinyl for printing

Large Format Printer

- \$13.55 per linear foot of gloss or satin photo paper

Embroidery Machine

- \$2.00 for every 5000 stitches or part thereof

Button Maker

- \$0.25 per pin-back button
- \$0.80 per magnet-back button

Sewing Machine & Serger

- No fee – customers supply thread but use Library supplied needles

Printing, Photocopying, Scanning and Faxing Services

- Black & white single sided - \$0.20 per page
- Black & white double sided - \$0.30 per page
- Colour single sided - \$0.40 per page
- Colour double sided - \$0.60 per page
- Outgoing Fax at Central, New Appley and Tansley Woods - \$1.25 per page
- Scan to email – no charge

Community & Event Space

Rooms are available for public rental at Central, Aldershot, Alton, Brant Hills, New Appleyby, and Tansley Woods branches. All rooms include tables, chairs, whiteboard, smart TV, and Wi-Fi. Some rooms include additional equipment as listed below. Customers are responsible for room setup except when renting Centennial Hall, Frank Rose, Ron Ness, and Small Meeting rooms at Central Branch. All rates include HST and liability insurance.



Central Branch - Centennial Hall

- Hourly – Regular \$40.00
- Hourly – Non-profit \$28.00
- Minimum 4-hour rental
- Maximum capacity – 120
- Includes projector & screen, podium, sound system, no whiteboard, no smart TV
- Library staff prepare room set-up per request detailed in booking system

Central Branch Rooms – Special Equipment

- Hourly – Regular \$31.00
- Hourly – Non-Profit \$21.70
- Holland Room
 - maximum capacity – 15
 - includes hybrid meeting technology
- Frank Rose Room
 - maximum capacity – 15
 - includes hybrid meeting technology, boardroom style table & chairs
- Ron Ness Training Room
 - maximum capacity – 9
 - includes 8 computer stations, viewing screen, printer

Alton & Tansley Woods Branch Rooms

- Hourly – Regular \$31.00
- Hourly – Non-Profit \$21.70
- Maximum capacity – 50

Aldershot, Brant Hills & New Appleby Branch Rooms

- Hourly – Regular \$23.00
- Hourly – Non-Profit \$16.10
- Maximum capacity – 25

Central Branch Small Meeting Room

- Hourly – Regular \$19.00
- Hourly – Non-Profit \$13.30
- Maximum capacity – 5



Other Fees

- Cancellation fee – \$15 for all cancellations
- No refund if cancelled with less than 48 hours notice
- Cleaning fee – \$20 if room is left in a messy condition
- Late fee – \$20 if customer stays beyond booking time

Programs and Special Events

Programs offered by the Library are typically free of charge; however, some programs or special events may require an admission fee. Fees will vary per event and be set using a cost recovery approach.

Non-Resident

An annual fee of \$63.00 is charged to users of the Library who do not live, work, study, or pay property taxes in Burlington. Reciprocal borrowing agreements with Oakville, Milton, Halton Hills, and Hamilton public libraries provide access to BPL's collections without charging a non-resident fee, although some restrictions may apply due to licensing agreements.

How to Pay Fees

Fees can be paid in person at any branch by cash, cheque, debit, or credit. Room rental fees must be paid by credit card at the time of reservation through room booking software.

- Effective Date: December 2020
- Projected Review Date: 2024
- Motion #/Date: #20-86, Nov. 19, 2020
- Amended Dates: #22-14, Mar. 24, 2022; #23-31, Jun. 22, 2023
- Associated Policies: Borrowing Policy, Community and Event Space Rental Policy

4. Decision Items: 4.2.2 Room Rental Policy

Table of Contents

Purpose and Scope	1
Statement of Policy	1
Consideration for Library Operations	2
Prohibited and Regulated Activities	2
Payment and Terms	3

Purpose and Scope

The purpose of this policy is to set out the conditions for use of meeting and program rooms and event spaces at all Burlington Public Library (BPL) facilities, which are made available to the public for a fee when not being used for Library purposes.

Statement of Policy

BPL meeting and program rooms and event spaces are used to support the communities we serve. Community and commercial use will be permitted when the facilities are not required for service or administrative functions of the Library. Access to use of these spaces is prioritized in the following order:

1. Library programs, co-sponsored programs, and other Library purposes;
2. Community service providers, clubs, and non-profit organizations;
3. Others, including businesses and commercial groups.

By offering Library spaces for short-term rental by the public, BPL does not endorse or imply agreement with the ideas, policies, messages, or activities of any group or individual using the space. We acknowledge that Library spaces may be used by those who hold and express ideas contrary to BPL's vision and values. BPL believes that freedom of expression and access to ideas and information are essential to the health and development of a democratic society. The Library will not restrict freedom of expression within rented spaces beyond the limits prescribed by Canadian law.

Consideration for Library Operations

The Library is committed to providing physically safe and respectful spaces for public and staff, minimizing disruption to Library services, and maintaining the security of Library property.

Activities in or related to rented spaces must not unreasonably disrupt Library operations or use of general Library space and services by other customers. Activities that are likely to pose a safety hazard to event attendees, Library staff, or the public, or cause misuse or damage to Library property are not permitted.

All activities related to room rentals must be contained to the enclosed rented space. Activities or events in rented spaces should not duplicate or compete with existing Library services, programs, or events. Room renters may not solicit participation from general Library customers during their rental period.

Prohibited and Regulated Activities

The use of Library spaces must not contravene Canadian laws, including the Criminal Code and the Ontario Human Rights Code or other BPL policies.

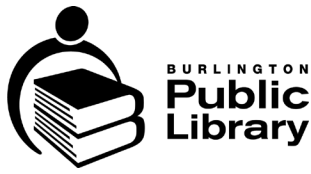
Unlawful Activities

Activities related to room rentals including marketing and communication, content, and behaviour must not violate the [Criminal Code of Canada](#) or the [Ontario Human Rights Code](#). This includes willful promotion of hatred or discrimination against an individual or group based on protected grounds.

Regulated Activities

Gaming, gambling, or games of chance, including bingo or lotteries (as regulated by the [Alcohol and Gaming Commission of Ontario](#)) are not permitted in Library spaces.

Activities requiring a permit, such as the service of alcohol, are not permitted without obtaining written authorization from the Library and all relevant permits.



Partisan Political Use

Public libraries play an important role in encouraging democratic participation and awareness and we must preserve public trust in BPL's position as an independent organization. Renting Library space for partisan events, or election or campaign activities is prohibited.

Library space may, however, be rented or used by BPL for non-partisan political activities such as voter awareness events, all candidates' debates, or polling stations.

Implied Collaboration with BPL

Unless prior, written permission is given, room renters must not misrepresent their relationship with the Library to state or imply BPL's endorsement, sponsorship, or support of an event or organization.

- Library space may not be used in a way that is intended to establish the space as a permanent location for the user's activities and/or operations
- BPL's logo or image(s) may not be used in communication or promotional material without prior written consent from BPL
- Communication and/or promotion may not state or imply that BPL is a partner, sponsor, or supporter of the event(s), without prior written consent
- BPL reserves the right to request room renters include a disclaimer of non-affiliation on marketing and communication material for events occurring in rented spaces

The Library may deny or cancel a room rental when the Library, in consultation with legal counsel where appropriate, reasonably believes that the proposed use is likely to or will violate any BPL policies or room rental terms and conditions. If the Library discovers that any prohibited activity is occurring after the event has commenced, the event may be terminated.

Payment and Terms

Room renters agree to pay the rental fees listed on BPL's room rental website (as approved in the Fees & Charges Policy) at the time of rental request as well as any penalty fees for misuse or agreed upon administrative charges required for large or complex bookings.

Renters must abide by the Terms & Conditions outlined in Appendix A. Failure to abide by the Terms & Conditions may result in cancelled bookings, additional charges, and/or a ban from future bookings at the discretion of the Library.

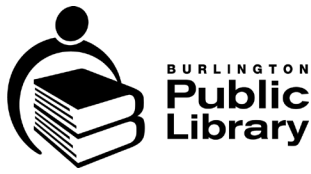
- Date: November 17, 2011 (previously named Community & Event Space Rental Policy)
- Amended Dates: September 12, 2024
- Associated Documents:
 - BPL Room Rental Terms and Conditions (Appendix A)
 - BPL Fees and Charges Policy

Appendix A

Room Rental Terms and Conditions (Appendix A)

Table of Contents

Violations of the Policy and Terms and Conditions	5
Consideration of Library Operations.....	5
Indemnification.....	6
Insurance.....	6
Security.....	6
Sale of Goods or Services.....	6
Event Promotion and Signage	6
Room Set Up	7
Technology and Audiovisual Set Up and Use	7
Food and Drink.....	7
Permits and Public Performance Rights	8
Traditional Use of Tobacco by Indigenous Persons	8
Condition of the Room	8
Room Request Process, Changes, and Charges	8



You must review and agree to Burlington Public Library's (BPL) Room Rental Policy and Room Rental Terms and Conditions before you rent space with BPL and abide by them with regards to your rental.

In this document, the term "event" means the use for which a meeting room or other Library space is rented, and "user" means the individual, group, or organization renting and using the room or facility.

Violations of the Policy and Terms and Conditions

Violation of the Room Rental Policy and Room Rental Terms and Conditions could lead to cancellation of events and a future prohibition on room rentals. Users will be held financially responsible for any damage done.

The individual booking the room rental is responsible for ensuring all parties involved in their rental understand and abide by the Room Rental Policy and Room Rental Terms and Conditions.

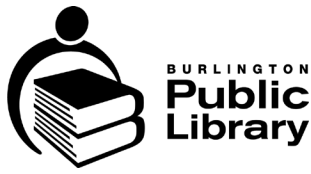
Library staff must have access to facilities and may attend any event held on library premises, free of charge, for the purpose of auditing or reviewing compliance with Library policies.

Consideration of Library Operations

Users will not unreasonably disrupt Library operations or impede the lawful use of general Library space by other people. Activities that are likely to pose a safety hazard to event attendees, Library staff, or the public, or which are likely to cause misuse or damage to Library property are not permitted.

All activities related to room rentals must be contained to the enclosed rented space, including event registration tables and signage. The Library does not allow the storage of event materials prior to or following the event.

Users will not be provided access to the room earlier than the start of the confirmed rental time.



Indemnification

The user agrees to indemnify and hold harmless and defend the Burlington Public Library Board, its officers, agents, and employees from any and all claims resulting from injuries, including death, damages and losses, including, but not limited to the general public, which may arise or maybe alleged to have arisen out of, or in connection with the user's event held in Burlington Public Library space.

Insurance

Insurance for events is covered by the Library's insurance policy. This cost is included in rental fees.

Some activities, such as photo and video shoots, are not covered under BPL's insurance policy. Users renting rooms for purposes not covered under BPL's insurance policy must provide proof of their own insurance coverage.

Security

Users must disclose any potential threats to safety or security of event attendees, organizers, and/or BPL staff posed by the activities occurring in the rented space. The Library reserves the right to cancel rentals or require private security personnel hired by the Library at the expense of the user.

Sale of Goods or Services

Financial transactions for the sale or purchase of goods or services or collection of donations are prohibited within the Library without prior written consent by BPL. Rented rooms are not intended for sales.

Event Promotion and Signage

Approval from BPL to rent the space is not an endorsement of the user or event. Promotional materials must not communicate or imply library endorsement of or affiliation with the event or organization.

Users are not permitted to post directional or promotional signage outside the rented space. Users are not permitted to solicit or direct general Library visitors to participate in or attend activities in a rented space.

As per BPL's Room Rental Policy:

- BPL's logo or image(s) may not be used in communication or promotional material without prior written consent from BPL
- Communication and/or promotion may not state or imply that BPL is a partner, sponsor, or supporter of the event(s), without prior written consent
- BPL reserves the right to request room renters include a disclaimer of non-affiliation on marketing and communication material for events occurring in rented spaces

Room Set Up

The responsibility for room set up varies depending on the space:

- **Centennial Hall:** BPL staff will set up the room as requested in the rental. Setup options are outlined in the online reservation system.
- **Frank Rose Room, Ron Ness Training Room, and Small Meeting Room:** these rooms have pre-set layouts and cannot be changed.
- **Holland Room, Branch Program Rooms:** these rooms are equipped with rolling flip top tables and lightweight stacking chairs. The room user is responsible for set up, which must occur during the user's reserved rental time.

Technology and Audiovisual Set Up and Use

Rooms are equipped with a simple audiovisual setup as described in room descriptions in the online portal. Room users are responsible for connecting their devices to the audiovisual equipment using the provided cable and instructions. BPL staff are not available to operate audiovisual equipment during the rental.

BPL does not actively support Apple technology (MacBook, iPad) in our rental spaces.

Food and Drink

Users are free to arrange catering or supply their group with food and non-alcoholic beverages, except in Ron Ness Training Room where no food or drink is allowed. All food must be prepared in compliance with Halton Region Public Health food safety requirements. No coffee makers, food warmers, or heating appliances are permitted. All catering supplies and food must be removed from the room at the end of the specified time.

Rooms are not equipped with kitchenette facilities or access to a sink, except for Centennial Hall. Users are responsible for waste disposal and cleanup.

Permission to serve alcohol during room rental events is considered on a case-by-case basis. If permission is granted, the user is responsible for obtaining the liquor license and following all associated regulations. A copy of the license must be provided to BPL in advance of the event.

Permits and Public Performance Rights

The user is responsible for obtaining and paying for all permits, licenses, and fees required by third parties. This includes (but is not limited to), special event permits and licenses to perform or play music or films.

Traditional Use of Tobacco by Indigenous Persons

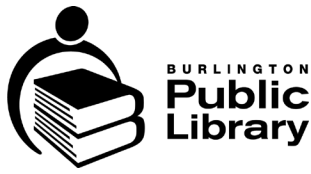
Smudging, the smoking of tobacco, or holding lighted tobacco for traditional Indigenous cultural or spiritual purposes are permitted under Section 19 of Ontario Smoke Free Act when carried out by or with, an Indigenous person. BPL recognizes that smudging and pipe ceremonies are a part of the Indigenous traditional way of life and are therefore welcomed on its premises. Prior coordination with the Library is required to ensure appropriate fire safety and building system measures are taken. No other use of open flame, including candles, is allowed.

Condition of the Room

The user must leave the rental space in a clean condition and vacate the space at the specified end time of their rental. This includes making sure any food or garbage is placed in appropriate receptacles and no excessive mess is left on the floor or tables. Additional charges may be incurred by users who remain beyond the specified end time or leave damage or excessive mess in the rented space.

Room Request Process, Changes, and Charges

All reservations must be made through Library booking software where prices, room capacity, set-up options, and available equipment are detailed for each available rental space.



Questions and requests regarding room rentals should be sent by email to roomrental@bpl.on.ca. If you do not have access to email, call the Library at 905-639-3611 and staff will assist you.

Reservation Process

Users can reserve a room up to six months in advance. A library card is not required to book. The individual submitting the room rental request is responsible to read, agree to, and ensure all parties involved in their rental understand and abide by the Room Rental Policy and Room Rental Terms and Conditions.

Centennial Hall Event Space

Centennial Hall is an event space at Central Branch with a capacity of up to 120 attendees. The space requires a minimum four-hour booking with any duration over four hours booked in 30-minute intervals. It must be reserved at least seven days in advance. Users must select the room layout for their event when submitting the reservation request form. Requests to change the selected layout for the event setup after the reservation is confirmed will be considered on a case-by-case basis.

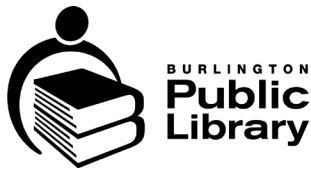
When you submit a request to rent Centennial Hall, you will receive an additional questionnaire by email. This must be completed and reviewed by BPL staff before the rental can be approved.

Depending on the size and setup of an event, a Centennial Hall room booking may require an additional administrative charge, which will be quoted for your approval before the booking is confirmed. The credit card provided will be charged once the reservation and total fee is approved by both BPL and the user.

Meeting Rooms (Small Meeting Room, Frank Rose Room)

The Small Meeting Room and Frank Rose Room at Central Branch may be rented for same-day use. These rooms must be booked for at least one hour with any duration over one hour booked in 30-minute intervals.

These rentals are auto-approved and confirmed by email immediately. If Library staff discover users violate or are likely to violate the Room Rental Policy and Terms and Conditions, or that users inappropriately selected a non-profit rental rate when they



should pay the regular rate, bookings may be cancelled or changed at the expense of the user.

These rooms have a fixed layout, and users cannot request a custom setup or rearrange furniture.

Branch Program Rooms, Holland Room, Ron Ness Training Room

Holland Room and Ron Ness Training Room at Central Branch and Program Rooms at all branches must be booked at least four days in advance. These rooms must be booked for at least one hour with any duration over one hour booked in 30-minute intervals.

Rentals are considered requests until they are reviewed and approved by BPL staff to ensure they align with the Room Rental Policy and Terms and Conditions. Once approved, your booking will be confirmed by email.

Setup in the Holland Room and Branch Program Rooms is self-serve and must be completed during the user's reserved time. Users do not have to return tables and chairs to their original configuration at the end of the rental period. Ron Ness Training Room has a fixed layout and can't be modified.

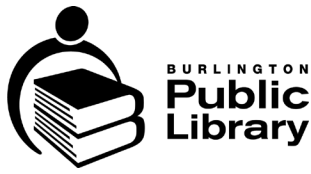
Room Rental Rates and Charges

There are two hourly pricing rates for room rental at the library: Non-Profit and Regular. The Non-Profit rate is for community service providers, clubs, and official non-profit organizations where no financial profit is made or intended (for example, a bereavement support group) or registered charities.

All other renters—individuals and businesses—are charged the Regular rate. This includes for profit groups hosting free events.

Payment is due at the time of rental confirmation.

Complex rentals in Centennial Hall may be quoted an additional hourly administrative fee prior to confirmation to cover staff time related to coordination, communication, and setup. This charge will be agreed to and applied in full when the reservation is confirmed.



Fees are reviewed annually and approved by BPL's Board of Directors in the Fees and Charges Policy. Users are charged the hourly rate posted in the online reservation system at the time they submit their reservation request.

Changes, Cancellations, and Penalties

Cancellations or changes must be made through the Library's online reservation system. Changes to a booking date, time, or location can only be made by cancelling the original reservation and submitting a new reservation request.

If your reservation is cancelled (or changed) with adequate notice, you will receive a refund minus an administrative cancellation/change fee. Centennial Hall reservations require 168 hours (7 days) notice for change or cancellation. All other reservations require 96 hours (4 days) notice for change or cancellation. Users will not receive any refund for their reservation if it is changed or cancelled without adequate notice.

Users will be charged a cleaning fee if the room is left in messy condition, as deemed by Library staff.

Users will be charged an overtime fee if they stay beyond the reserved booking period. Administrative and penalty fees are reviewed and updated annually by BPL's Board of Directors in the Fees and Charges Policy.

While infrequent, the Library reserves the right to cancel a room rental due to planned or unexpected branch closure. In this case the user can choose to receive a full refund for the reservation or have the reservation rebooked for an alternate date and time.

- Date: September 12, 2024
- Amended Dates:
- Associated Documents:
 - BPL Room Rental Policy
 - BPL Fees and Charges Policy

Community & Event Space Rental Policy

Purpose and Scope:

The purpose of this policy is to set out the conditions for use of meeting rooms at all Burlington Public Library (BPL) facilities including virtual rooms, which are made available to the public for a fee when not being used for Library purposes.

Statement of Policy:

BPL meeting rooms and event spaces are community assets utilized to advance the communities we serve in ways consistent with BPL's mission, values, and strategic priorities. Community and commercial use will be permitted when the facilities are not required for the service or administrative functions of the library. Priority for the use of these spaces is as follows:

1. Library programs, co-sponsored programs, and other Library purposes;
2. non-profit community groups and organizations;
3. charitable organizations;
4. others, e.g., commercial groups.

BPL believes that freedom of expression and access to ideas and information are essential to the health and development of a democratic society. We acknowledge that Library spaces may be used by those who express ideas that may be contrary to BPL's vision and values. By offering Library spaces for short-term rental by the public, BPL does not endorse or agree with any of the aims, policies or activities of any group or individual using the space, or of any of the ideas, messages, or information they express.

There are necessary limits to how Library spaces may be used. The Library is committed to providing physically safe and respectful public and staff spaces, minimizing disruption of Library services, and maintaining the security of Library property. The use of Library spaces must not contravene Canadian laws, including the Criminal Code and the Ontario Human Rights Code.

The Library recognizes that individuals and groups may strongly disagree with ideas and views expressed within Library spaces and collections. In some instances, they may, on a personal level, view them as offensive. However, in keeping with its' value of intellectual freedom, the Library will not restrict freedom of expression beyond the limits prescribed by Canadian law.

Prohibited Activities:

The use of BPL meeting rooms and facilities may not include or involve any of the activities listed below:

- any violation of the Criminal Code, including:
 - a) the communication of statements that incite or willfully promote hatred against an identifiable group; or
 - b) the advocacy or promotion of genocide;
- any violation of the Ontario Human Rights Code, including:
 - a) the publication, issuing or display of any material that indicates discrimination or an intention to discriminate against a person or group, or is likely to expose a person or group to hatred or contempt, because of their race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age;
- any other unlawful activities, or activities that in any way violate applicable Library policies, rules, or regulations;
- gaming, gambling, or games of chance, including bingo or lotteries (as regulated by the Alcohol and Gaming Commission of Ontario (AGCO))
- activities requiring a permit and/or prior Library authorization, such as the service of alcohol, where the relevant permit or authorization has not been obtained;
- activities that are likely to pose a safety hazard to event attendees, Library staff or the public, or which are likely to cause misuse or damage to Library property;
- the use of Library space in a way that is intended to establish the space as a permanent location for the user's activities and/or operations;
- the use of BPL's logo or image(s), disbursement or posting of promotional material in Library facilities, or promotion of BPL as partner to the event(s), without prior written consent by BPL;
- the sale of goods or services without prior written consent by BPL; or
- any other activities that may unreasonably disrupt Library operations or prevent the lawful use of Library space by other people, and that cannot be accommodated in an alternate Library space or by rescheduling.

The Library may deny or cancel a meeting room or facility booking when the Library, in consultation with legal counsel where appropriate, reasonably believes that the proposed use is likely to or will include any of the prohibited activities identified above. If the Library discovers that any prohibited activity is occurring after the event has commenced, the event may be terminated.

General Terms and Conditions:

In these general terms and conditions, the term “event” or “Event” means the use for which a meeting room or other Library facility is booked, and the “user” or “User” means the person or organization using the room or facility.

1. Reservation Process: All reservations must be made through Library booking software where prices, room capacity, set-up options, and available equipment are detailed for each available rental space.
2. Charges & Cancellations: Payment is due at the time of booking confirmation. Cancellations must be completed through Library booking software at least two (2) weeks in advance of the event. Refunds, less an administration fee, will be provided if appropriate notice is given. The BPL Fees and Charges Policy outlines all charges associated with room rentals.
3. Liability Insurance: Insurance is required for all events taking place in Library premises and is purchased by the Library prior to the date of the event and costs are included in rental fees. Certain activities require additional insurance which will involve added fees for the user. The BPL Fees and Charges Policy outlines all charges associated with room rentals.
4. Public Performance Rights: The User is responsible for obtaining and paying for all permits, licences and fees required by third parties. This includes (but is not limited to), special event permits and licences to perform or play music or films.
5. Observation: Library staff must have access to facilities and may attend any event held on library premises, free of charge, for the purpose of auditing or reviewing compliance with Library policies.
6. Catering: Users are free to arrange catering or supply their group with food and non-alcoholic beverages. All food must be prepared off site and from a Public Health inspected premise. No coffee makers, food warmers, or heating appliances are permitted. All catering supplies and food must be removed from the room at the end of the specified time.
7. Liquor Licence: Permission to serve alcohol during room rental events is considered on a case-by-case basis. If permission is granted, the User is responsible for obtaining the liquor licence and following all associated regulations. A copy of the licence must be provided to BPL in advance of the event.
8. Political Use: Public libraries play an important role in encouraging democratic participation and awareness. In fulfilling these roles, BPL works to ensure we preserve the public’s trust in us as an independent organization by being careful to avoid the perception of bias or partisanship. The Library Board encourages staff to

support non-partisan activities that encourage political participation and voter awareness such as serve as polling stations and hosting all candidates' meetings. Renting library space for partisan events, election or campaign activities is prohibited.

9. Traditional Use of Tobacco by Indigenous Persons: Smudging, the smoking of tobacco or holding lighted tobacco for traditional Indigenous cultural or spiritual purposes are permitted under Section 19 of Ontario Smoke Free Act when carried out by or with, an Indigenous person. BPL recognizes that smudging and pipe ceremonies are a part of the Indigenous traditional way of life and are therefore welcomed on its premises. Prior coordination with the Library is required to ensure appropriate fire safety and building system measures are taken. No other use of open flame, including candles, is allowed.
10. End of Rental Period: The user must leave the rental space in a clean condition and vacate the space at the specified end time of their rental. Additional charges may be incurred by users who remain beyond the specified end time or delay the closing of the Library.
11. Violations of Policy: Violation of this policy could lead to cancellation of events and a future prohibition on room rentals. Users will be held financially responsible for any damage done.
12. Indemnification: The User agrees to indemnify and hold harmless and defend the Burlington Public Library Board, its officers, agents, and employees from any and all claims resulting from injuries, including death, damages and losses, including, but not limited to the general public, which may arise or maybe alleged to have arisen out of, or in connection with the Users event held in Burlington Public Library space.

Appendices

- Appendix 1: References

Appendix 1: References

- Vancouver Public Library - Public Meeting Rooms & Facilities Use Policy
- Toronto Public Library - Community and Event Space Rental Policy
- Hamilton Public Library - Working With Us Policy

Effective Date: Nov. 2011

Projected Review Date:

Motion #/Date: 00-07, Feb. 17, 2000,

Amended Dates: #11-108, Nov. 17, 2011
#18-22, Feb. 15, 2018
#21-60, Oct. 28, 2021

Associated Procedures:

5. Discussion Items: 5.1 2025 Draft Operating Budget

Table of Contents

Table of Contents.....	1
Purpose.....	1
Background – 2025 Budget Guidelines	1
Discussion – Measures to Balance 2025 Budget	4
Financial Considerations.....	6
Strategic Implications.....	7
Equity, Diversity, and Inclusion Considerations.....	8
Risk Management	8
Policy.....	9

Purpose

To present the Board with five measures that would generate the revenue and/or savings required for Burlington Public Library (BPL) to balance its 2025 operating budget given the City of Burlington’s (COB, or City) current budget guideline for a 1.75 per cent increase.

The measures in this report would balance the operating budget for 2025—further considerations will be required for financial sustainability in 2026 and beyond. The Library’s senior leadership team will begin planning for long-term operating budget sustainability based on the approved operating revenue provided by COB to BPL for 2025.

Background – 2025 Budget Guidelines

The City’s 2025 budget guidelines include a 1.75 per cent annual increase in City funding for BPL’s 2025 operating budget. The Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget. Over the same period, the Bank of Canada’s annual rate of inflation has averaged 4.26 per cent.

While it is challenging to quantify the personal impact of the Library on residents’ well-being and quality of life, BPL can quantify the total economic impact of its service. In 2023, BPL created

\$56,681,235 in economic impact, nearly five times the amount contributed to the Library's budget by the City. This equates to \$303 in economic impact for each Burlington resident.

The City is currently [gathering community input](#) on its budget and plans to present the Mayor's Proposed Budget Report for public review in late October. The Library works closely with the City and is exploring options to address funding challenges. However, we must prepare for the possibility of a funding gap and are presenting several measures for Board discussion.

Using the 1.75 per cent guideline and a zero-based budget approach, BPL's 2025 operating budget results in a net loss of \$209,000. This result suggests that the ideal COB operating investment required to continue operations without service reductions would be 3.5% for 2025 to effectively respond to the budget constraints detailed below.

Budget Constraints

The Library's budget is constrained by rising costs, many related to inflation, that have outpaced annual operating budget increases for the past several years. The Library's ability to generate additional revenue is also limited.

Rising Costs

- **Employee Costs** - approximately 77 per cent of BPL's operating budget is for staff costs including salaries, benefits, and training. Pay equity legislation requires BPL to maintain alignment with COB's non-union salary schedule, therefore any changes to salaries made by COB impact BPL's budget. For example, the 1.5 per cent market adjustment effective Sept 1, 2024 will cost BPL approximately \$35,000 in 2024, and \$113,000 in 2025 in addition to standard annual step adjustments. Any subsequent COB market adjustment in 2025 or beyond will create a compounding effect. There are also impacts from changes to OMERS eligibility criteria and increased CPP costs.
- **Collections costs** – the second largest operating expense category at 9.4 per cent (\$1,175,000) of the budget is for collections. Since 2021, the cost of physical materials has increased 8 per cent and the cost of digital materials has increased 3.7 per cent. The buying power of the budgeted dollars for this service is significantly diminished. Responses to BPL's 2024 Customer Satisfaction Survey indicate that a robust collection is a top priority of Library customers.
- **New Appleby Branch move to Robert Bateman Community Centre** – in 2025, BPL's New Appleby branch will relocate to the City's Robert Bateman Community Centre. This relocation is necessary as the branch has been undersized to meet community needs for many years.

However, the increased space and the City's leasing structure for this multi-tenant facility will result in an annual budget increase of approximately \$129,000 (increased lease, utilities, and cleaning for larger space). Approximately \$50,000 is expected to impact the 2025 budget since it will be a partial year. We will see the full impact starting in 2026.

- **Supplies, services, utilities** – while partially offset by efficiency projects, BPL is seeing a 2.5 to 3 per cent increase in costs related to contracted service renewals, supplies, and utility costs.

Emerging Expenses

- **Cyber security preparedness** – BPL has approximately \$25,000 in new costs annually related to cyber security preparedness (cyber insurance, incident response retainer, annual penetration testing). The Library is taking a proactive approach as the cost of preparedness measures are modest in comparison to the recovery costs and service losses associated with a cyber incident.
- **Increase in professional services** – starting in 2025, BPL anticipates the cost of external audit services to rise with the start of a new contract. The library sector, including BPL, is also seeing an increase in legal and professional fees associated with volume and complexity of HR matters, copyright, and digital rights management.
- **Security measures** - Since the pandemic, the Library has started to see a modest increase in vandalism, impacts of social inequity, heightened political polarization, and increased hostility. The Library is taking a proactive approach through increased use of security cameras, staff training, and contract security services when required.

Revenue Limitations

- **Library generated revenue**- Library generated revenue is approximately 1.4 per cent of overall revenue and includes printing, room rentals, MakerSpace services, garbage bag tag sales, interest income, and cost recoveries from shared facility partners. Options for revenue generation are limited as, per the Ontario Public Libraries Act, BPL must provide core services at no additional cost to the public. Developing novel services to generate new revenue requires substantial administrative and leadership resources. BPL has prioritized access to quality core services over revenue generation in alignment with its mission, vision, and values as a community service provider.
- **Funding model** - The Library is primarily funded by the municipality. A small portion of BPL's funding comes from a provincial grant which has been static since 1997. Ontario libraries, including BPL, have and continue to advocate for increased provincial funding to Libraries with

minimal success to date. Nationally, public libraries are also actively advocating for reliable and diversified funding that recognizes libraries as a critical part of their communities' social services infrastructure. This is outlined in the report [OVERDUE: The Case for Canada's Public Libraries](#). None of this advocacy is likely to result in short term solutions to BPL's 2025 operating budget shortfall.

Discussion – Measures to Balance 2025 Budget

Library staff are presenting both alternate funding measures and cost savings measures for Board discussion. At its June 2024 meeting, the Board instructed BPL staff to avoid staffing impacts when exploring cost savings measures for the 2025 budget. Two of these proposed measures involve a minor reduction in staff positions that the Library would aim to achieve through attrition.

Again, these measures address the funding shortfall for BPL's 2025 operating budget and vary in their ongoing impact to budget sustainability in 2026 and beyond.

Additional Revenue Measures

While the first measure presented here is a confirmed option, measures two and three are ultimately at the discretion of City Council.

Measure 1: Deferred Revenue for Collections

The Library would offset its collections budget with a one-time withdrawal of deferred revenue from four of its endowment funds, providing up to \$97,000 in funding to offset the base collections budget for 2025. The ideal amount of deferred funding to use in 2025 would be \$59,000. This would maintain 2024 collections budget of \$1,213,000, which included \$1,175,000 from the operating budget and \$38,000 from deferred endowment fund earnings. The proposed \$59,000 (up to \$97,000) deferred revenue would be added to the operating budget to reduce the budget shortfall. While less deferred funding will be available for future years, it would provide immediate budget relief without staff or customer impact.

Measure 2: \$100,000 Increase from City of Burlington

BPL Staff have been in discussions with COB Finance staff over the past several months and have been advised of a possible \$100,000 addition to base funding for BPL's 2025 operating budget. This would result in a total annual operating funding increase of 2.6 per cent for 2025. The funding is not confirmed. If it is made available, COB staff have advised that BPL may need to submit a business case for the funding. If the funding is confirmed to be available and a business case is required, a draft business case will be included for Board feedback and approval at the September 26 meeting.

Measure 3: Request \$209,000 Increase from City of Burlington

At the Board's request, BPL staff could draft a business case to request \$209,000 in additional base funding investment to BPL's 2025 operating budget. This request would present a 2025 operating budget for City Council's consideration with a 3.5 per cent increase and no immediate service reductions. With Board direction, a draft of the business case will be included for Board feedback and approval at the September 26 meeting.

Service Reduction/Cost Savings Measures

Library staff considered a variety of service reduction measures. We are recommending these options because they achieve substantial and sustainable cost savings and, once implemented, do not require frequent minor budget adjustments to continue service delivery. We are proposing measures that support streamlined administration so staff time can be preserved for core services, strategic planning, and quality improvement.

Measure 4: Close Kilbride Branch

BPL's rural lending location at Kilbride Branch operates an average of 47 hours each month with two staff working during open hours. As of July 31, 2024, 227 BPL members listed Kilbride Branch as their home branch—only 1.3 per cent of total BPL members. This branch is located within Halton District School Board's Kilbride Public School, which operates its school library in the space during school hours.

Kilbride Branch receives an average of 246 visitors each month during BPL open hours, accounting for 0.25 per cent of total monthly visits to BPL branches. An average of 477 items are borrowed from Kilbride Branch each month during BPL open hours, which accounts for 0.57 per cent of items borrowed across all BPL branches. On average, 23.4 per cent of Kilbride Branch's circulation is to non-resident postal codes who borrow from BPL under reciprocal borrowing agreements with their home library or using a non-resident BPL membership.

Kilbride has an average of 5 visitors and 10 items borrowed per open hour. Other BPL branches have, on average, 50 visitors and 46 items borrowed per open hour. This equates to 90 per cent fewer visitors and 78 per cent fewer items borrowed per open hour compared to the average across other branches.

We recognize closing Kilbride Branch would have an impact on rural Library customers who would need to use another location. While 1.3 per cent of BPL members list Kilbride as their home branch, this number may not capture some customers who use multiple locations. This closure would reduce BPL's total open hours by ten hours per week and result in a reduction of staffing by one Customer &

Programming Associate and one Page. As Kilbride Branch is located within an elementary school, technology and security solutions in use by other library systems to increase access to rural locations are not an option for this facility.

Between savings for staffing and minor operating costs for staff mileage, phone charges, and book delivery, this measure creates savings of \$55,700.

Measure 5: Fewer Branches Open Sundays

Currently, six of BPL's branches are open on Sundays. Central Branch and Tansley Woods Branch are open 9 a.m. to 5 p.m. and Aldershot Branch, Alton Branch, Brant Hills Branch, and New Appleby Branch are open 12 p.m. to 5 p.m. In this measure, three branches would open Sundays 9 a.m. to 5 p.m. and three branches would be closed Sundays, resulting in a loss of 12 weekly open hours and the reduction of staffing by one Customer & Programming Associate and one Page.

This measure would have the most substantial customer impact—Sunday visits account for 8.7 per cent of total visits to BPL and Sunday check outs account for 11.1 per cent of physical checkouts at BPL.

While we are aware this measure would require some customers to use a branch outside their neighbourhood catchment on Sundays, we would continue to provide 7-day a week service across the community by opening 9 a.m. to 5 p.m. at Central Branch, Tansley Woods Branch, and New Appleby Branch, which will soon be our east-most branch when it relocates to the Robert Bateman Community Centre. These locations are spread throughout the community and are large enough to offer programming, work, study, and social space, and collections to serve a high volume of visitors. By consolidating to three open branches on Sundays, we hope to increase the density of service we provide on that day of the week by attracting customers to explore their next closest branch if their neighbourhood location is no longer open.

Between savings for staffing and contract cleaning services, this measure creates savings of \$59,560.

Financial Considerations

To continue operating at our current level of service, BPL would require a 3.5 per cent operating increase from COB in 2025 to offset the budget shortfall of \$209,000. Otherwise, a combination of the above measures is required. A table comparing the various combinations of measures presented for 2025 is attached as Appendix A.

Scenario A: Should the Board choose to pursue measure 3 and should the City approve the Library's business case for a 3.5 per cent increase to the 2025 operating budget, further cost savings measures would not be required for 2025. This, however, would not result in any ongoing cost savings. As mentioned above, further consideration will be required for financial sustainability in 2026 and beyond and planning would still be required during 2025 for long-term operating budget sustainability.

Scenarios B and C: If measures 1, 4, and 5 are all fully implemented, total savings would be \$212,750. The ideal implementation of measure 1 (\$59,000 of deferred revenue included in budget) would make total savings only \$174,260, leaving a shortfall of \$34,740. The implementation of measures 4 and 5 would result in some ongoing savings in future operating budgets.

Scenario D: Should the City of Burlington confirm the provision of \$100,000 described in measure 2, this would amount to a 2.6% increase to the operating budget, reducing the shortfall to \$109,000. In this case, BPL staff recommend using up to \$59,000 of deferred revenue from measure 1 and closing Kilbride Branch as presented in measure 4 for a total savings of up to \$114,900. This savings, along with the additional funding would cover the budget shortfall and result in some ongoing savings for future operating budgets.

Position reductions in measures 4 and 5 are intended to be achieved through attrition. If these measures are implemented and staff reduction can't be achieved through attrition, the Library may draw on the Operating Reserve Fund as a temporary measure.

Strategic Implications

This work aligns with all three goals within the current strategic plan:

- Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Inspire discovery with diverse collections, services, and spaces.
- Create a workforce culture driven by our organizational values.

The intent of the measures presented is to eliminate the budget shortfall with as minimal impact to these areas of strategic focus as possible.

This work further aligns strategically with the City of Burlington which is currently gathering community input on its budget and lists four main principles to "help balance today's expenses while investing in our future." These principles are:

- Affordability
- Livability
- Sustainability

- Transparency

These principles, particularly affordability and livability are at the core of Library service. Well-funded libraries contribute to democracy, equity, literacy, and quality of life in the communities they serve. In the Library's 2024 Customer Satisfaction Survey, completed by approximately 4,400 people, 95 per cent of respondents said Burlington Public Library has a positive impact on their life. Over 94 per cent of respondents reported they were satisfied with the Library's customer service and many comments spoke of the value that BPL adds to their life. Access to books, no-cost programs, and free space to study, work, and socialize are all frequently noted as important services provided by the library.

Equity, Diversity, and Inclusion Considerations

A loss in service hours must always be considered with equity, diversity, and inclusion in mind. The closure of Kilbride Branch would make access to Library service more challenging for rural residents, particularly those who are less mobile or lack reliable transportation. Additionally, reducing the number of locations open on Sundays would disproportionately affect members of the community who are financially disadvantaged, less mobile, and/or lack reliable transportation.

We do not provide these proposed measures lightly and have studied the proportional impact of these closures against alternate measures. Kilbride Branch receives substantially fewer visits and check outs per open hour compared to other branches and while the loss of a rural Library location would be difficult for the community, the degree of impact is smaller than alternatives.

When proposing the measure for Sunday service reduction, we considered size, current levels of Sunday activity, and location of the branches that would remain open. They are spread throughout the community, are all on bus routes, and are all near or adjoining to other community facilities so visitors could make one trip to access multiple services.

Risk Management

The proposed options come with reputational risk to BPL as the Library is a vital community service and service reductions may damage public faith in the Library and its ability to provide service. However, we are confident these recommendations follow substantial work to create operating efficiency and ensure effective use of the municipal funds entrusted to BPL to provide a core service to the community.

As previously mentioned, the Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget including:

- Flattened organizational structure by reducing five positions at the team lead, manager, or senior manager level.
- Increased open hours by nearly 20 per cent between 2018 and 2022 through operating efficiencies and dynamic scheduling without increasing base staffing costs.
- Transitioned most part-time positions to 20 weekly hours from 16 to provide livable wages without additional budget impact.
- Worked with extended benefit provider to mitigate year-over-year increases to employee benefits expenses without reducing coverage

Through these changes BPL has maintained a high rate of customer satisfaction as monitored through BPL's annual Customer Satisfaction Survey. BPL has also maintained high employee satisfaction and has been certified as a Great Place to Work in 2022 and 2023.

The Library also faces budget risks tied to City operations that are beyond BPL's control. For example, in 2023, BPL completed a multi-year Job Evaluation and Pay Equity Plan review in alignment with the City's project, as the City is BPL's pay equity comparator. Compensation increases resulting from this review were directly tied to the City's compensation structure. BPL fully implemented these increases within the operating budget and reserve funding in 2023 and 2024. Additionally, some of BPL's branches are located within City facilities so adjustments to leasing structure, utilities, and contracted cleaning services are beyond BPL's control.

Finally, the opportunity cost of presenting a variety of minor savings measures was seriously considered when developing these recommendations. To reduce future risk of administrative burden and barriers to strategic planning, staff have opted to focus on measures with substantial budgetary impact in 2025 and a considerable degree of ongoing savings.

Policy

This proposal is connected to three main policies that guide BPL's planning and operations in addition to the Board Bylaw:

Fees and Charges Policy: as outlined in this policy and the [Public Libraries Act](#), BPL will continue to provide all core services at no additional cost to the public and will not prioritize income from non-core services at the expense of public service and standard operations.

Donations, Sponsorships, & Fundraising Policy: as outlined in this policy, fundraising income is an enhancement to rather than a replacement for operational funding. Any funds received through fundraising, sponsorships, or donations are considered supplemental to the library's core funding and will not be budgeted for or relied upon to fund day to day operations.



Board Bylaw: the bylaw outlines the Library Board's key budget role and responsibilities. The CEO will prepare draft capital and operating budgets within budget guidelines provided by the City of Burlington. Any budget requests exceeding guidelines provided by the City will require the submission of a business case. The draft budgets and associated business cases are presented to the Board and once approved by the Board, submitted to the City. Any changes to the submissions that are requested by City staff, Committee, or Council at any stage of the process will be considered by the Board and re-submitted to the City for Council approval.

Respectfully submitted by Lita Barrie, CEO, Burlington Public Library

Burlington Public Library
2025 Draft Operating Budget - Scenario Comparison for Board Consideration

	Scenario A	Scenario B	Scenario C	Scenario D	Scenario E		
	2025 Draft Budget Measure 3	2025 Draft Budget Full Measures 1,4,5	2025 Draft Budget Adj Measures 1,4,5	2025 Draft Budget Measures 1,2,4	2025 Draft Budget Measures 1,2,5	2024 Budget	2025 Draft Budget vs. 2024 Budget
REVENUE							
1 City of Burlington	12,338,130	12,129,130	12,129,130	12,229,130	12,229,130	11,920,516	1.75% to 3.5%
2 Province of Ontario	229,403	229,403	229,403	229,403	229,403	229,403	0.0%
3 Library Generated	180,747	180,747	180,747	180,747	180,747	156,444	15.5%
4 Endowment Earnings		93,740	59,000	53,300	49,630		
5 Operating Reserve Fund	-	-	34,740	-	-	169,037	-79.4% to 0%
Total Revenue	12,748,280	12,633,020	12,633,020	12,692,580	12,688,910	12,475,400	1.26% to 2.19%
EXPENSES							
Employee Costs:							
6 Salaries	7,511,410	7,417,760	7,417,760	7,464,680	7,464,680	7,280,275	1.9% to 3.2%
7 Employee Benefits	2,067,555	2,052,275	2,052,275	2,059,915	2,059,915	2,099,300	-2.2% to -1.5%
8 Staff Training	105,000	105,000	105,000	105,000	105,000	105,000	0.0%
	9,683,965	9,575,035	9,575,035	9,629,595	9,629,595	9,484,575	0.95% to 2.10%
9 Library Materials	1,175,000	1,175,000	1,175,000	1,175,000	1,175,000	1,175,000	0.0%
10 Operating Costs	346,190	344,860	344,860	344,860	346,190	370,510	-6.9% to -6.6%
11 Building Costs	1,020,160	1,015,160	1,015,160	1,020,160	1,015,160	934,870	8.6% to 9.1%
12 Automated Systems	522,965	522,965	522,965	522,965	522,965	510,445	2.5%
Total Expenses	12,748,280	12,633,020	12,633,020	12,692,580	12,688,910	12,475,400	1.26% to 2.19%
Revenue Less Expenses	-	-	-	-	-	-	

reflects change from base budget

Burlington Public Library Operating Statement Comments 2025 Draft Operating Budget

REVENUES:

Overall revenues are budgeted at 1.26% to 2.19% higher than 2024, depending on the scenario. Primary drivers for the year-over-year (YOY) change will be the % increase provided by COB (1.75%, 2.6%, 3.5%), and the net change in use of endowment funding and Operating Reserve funding, offset by the increased library generated revenues of 15.5%.

1 City of Burlington

The City has provided a 1.75% guideline for 2025. After consultation regarding budget shortfall, City staff have identified a possible 2.6% increase for 2025, and the Board may consider a 3.5% increase request via a business case submission. Please refer to the 2025 Operating Budget report in the Board package for more details.

2 Provincial Grant

Consistent with prior years, there is no anticipated change to the annual amount.

3 Library Generated

Library generated revenue is approximately 1.4% of overall revenue and includes printing, room rentals, Makerspace programming, garbage bag tags, interest income and cost recoveries from shared facility partners. BPL is budgeting an increase in the following areas based on changes to fees & charges, 2023, and 2024 YTD results: Makerspace +\$10K, Printing +\$5.9K, ILLO rebate +\$2.5K, Lost materials +\$2.4K, Interest +\$1.5K, Room rentals +\$1.4K, Non resident fees +\$0.6K. These changes total an increase of \$24,300 or 15.5%.

4 Endowment Earnings

These funds represent the accumulation of earnings on endowment funds over the past several years. These funds are held as deferred revenue until they are spent and each has a specified use (e.g. such as large print, or non-fiction, etc.). Historically the use of these funds has not been part of the Operating budget, but rather included in the consolidated end-of-year statements for the external audit. Typically, BPL uses approximately \$38K of these deferred earnings each year to supplement the operating budget for collections resulting in an annual collections spending budget of \$1,175K + \$38K = \$1,213K. In an effort to manage the budget shortfall in 2025, the accumulated deferred revenue of \$59K, which is in excess of the \$38K typically spent, could be included to fund the base operating budget for collections of \$1,175K. An additional \$38K will remain available, resulting in the same spending budget for collections of \$1,213K for 2025. Alternatively, up to \$97K could be used to offset the \$1,175K collections operating budget.

5 Operating Reserve Funding

This funding was budgeted as part of the job evaluation implementation strategy in 2024. The 2025 Budget does not include the use of Operating Reserve funding, except in Scenario C.

EXPENSES:

Total expenses are budgeted at 1.26% to 2.19% higher than 2024, depending on the combination of savings and funding measures chosen.

6 Salaries

Salaries are budgeted based on each employee's contracted hours, job grade, and step level in the Board-approved Salary Schedule. The budget includes annual step movement for staff that have not reached job rate. Scenarios B, C, D, & E include a reduction of staffing as detailed in the 2025 Operating Budget report included in the Board package, resulting in the YOY change ranging from 1.9% to 3.2%.

7 Benefits

The budget includes a 1.5% to 2.2% decrease to benefit costs for 2025 depending on the Draft Budget scenario. The reduction is related to the final negotiated Sun Life premiums that came into effect December 1, 2023 which saved approximately \$65K compared to the benefit costs anticipated at the time of budget preparation. This reduction is offset by the OMERS and payroll taxes associated with higher salaries plus the initial renewal rates received from Sun Life. Sun Life rates are still under negotiation but currently include the following changes: +9% life insurance, +0% LTD, +4% medical premiums, and -2% dental premiums.

8 Staff Training & Educational Assistance

The training and education budget has not been changed year over year. It is anticipated that training will continue to focus on inclusion and technology in 2025.

9 Library Materials

The library materials budget is unchanged for 2025. The Digital Resources and Collections team continues to analyze data around customer usage patterns and apply learnings to purchasing strategies to maximize usage of the budget. The buying power of the collections budget continues to decline as costs increase (8% physical materials & 3.7% digital materials since 2021).

10 Operating Costs

Operating costs have decreased 6.6% to 6.9% 2025 related to decreased vehicle costs (\$15.3K), and printing costs (\$16K) offset by an increase in Makerspace cost of goods sold associated with increased revenue (\$6.1K), and lease costs for printer/copiers (\$0.8K). The decrease in vehicle costs represents the use of operating reserve funds budgeted, but not used in 2024, to cover 2025's payback to the reserve for the new truck. The reduction in printing costs is related to a new print management system with a different contract structure - there is an offsetting increase in Automated Systems of \$11.5K related to this as well. The only variable if scenario B, C, or D is chosen is savings of \$1,330 for travel, delivery, & phone charges associated with the closure of Kilbride.

11 Building Costs

This category includes rent, utilities, building supplies and state of good repair funding. The increase of \$85K or 9.1% in this budget line is primarily related to an increase in lease costs (\$56K), utilities (\$19K), and contracted services (\$10K). These adjustments include increased lease obligations for Aldershot and New Appleby at the new Bateman location. Increased utility costs are in line with actual experience in 2024 and adjusted to reflect the larger footprint for the new New Appleby location. Contracted services are budgeted with a 3% increase for services where renewals have not yet been negotiated and an estimate for cleaning the larger New Appleby branch. If scenario B, C, or E is chosen (reduction in Sunday hours) there would be a savings of \$5K for contracted cleaning services which would bring the YOY increase to 8.6%.

12 Automated Systems

This budget reflects line-item detail of warranty and licensing needs with anticipated contract renewal rates where negotiations are not yet complete. The budget increase of 2.5% over 2024 is primarily related to the new print management system which has reallocated costs from the Operating budget due to a change in the structure of the contract whereby all printer materials are included in a pay per print fee rather than requiring BPL to purchase them directly. This model reduces the exposure to price fluctuations for toner which has been significant in the past few years. Additionally, new costs associated with increased cyber security have been offset by reduced warranty costs on equipment such as selfchecks where it has been determined that the risk of repair costs is low in the absence of extended warranties.



8. Information Items: 8.1 Customer Satisfaction Survey Results

Table of Contents

Purpose	1
Background	1
Discussion.....	2
Financial Considerations	3
Strategic Implications	3
Equity, Diversity and Inclusion Considerations	3
Risk Management.....	3
Policy	4

Purpose

To provide the Library Board with the findings of the Customer Satisfaction Survey which ran June 10-23, 2024.

Background

The Customer Satisfaction Survey asked the community about their experiences at the library. It received 4,396 responses in total, a 30% increase from 2023.

The survey had a total of 13 questions, including several new additions this year:

- Optional demographic questions
- New question to define community well-being to help guide our offerings

The feedback will be used to help BPL better understand and meet the community’s needs.



Discussion

The following item is included as an attachment:

2024 Report – Customer Satisfaction Survey

The report provides an overview of the results of the Customer Satisfaction Survey, including key findings in categories such as collections, programs, technology, and library space and operations. The report also presents a definition of community well-being, based on the feedback given by participants in the survey.

Key findings include:

- **The Library continues to have a positive impact:** 95% of respondents said that overall, the library has a positive impact on their life.
- **Customers are overall satisfied with library service and collections:** Survey results show high satisfaction with staff service (94%) and collections (85%).
- **Customer satisfaction has increased since 2023** for staff service, collections, programs, technology and space.
- **1,382 respondents provided comments/suggestions.** Of these, 200+ comments were praise for BPL: "I don't think it could be any better. I am always grateful for the services of our libraries."

Community Well-Being Definition

One of the pillars in [BPL's strategic plan](#) is to enhance community well-being. To pursue this goal more effectively, BPL added a new question about what community well-being means to Library customers. During the survey period, visitors could give their input online or through large engagement boards posted at library branches.

BPL has created a definition of community well-being based on the survey results, to help guide the Library's offerings:

We achieve community well-being when people feel accepted, connected, and empowered to live, work, and play to their full potential at all stages of life. The Library's role in this is as a connector—bringing people together to access resources and build community.

Social, education, health, economic, cultural, and political factors all influence community well-being. Our survey of more than 4,000 Burlington community members ranked these five aspects as the most important influences on community well-being:

- *Access to healthcare, including mental healthcare*
- *Ability to affordably live, work and play in the same community*



- *Support for people of all ages across their lifespan*
- *Access to greenspace and parks*
- *Access to quality education and information*

Financial Considerations

There are no direct financial considerations associated with this item. Feedback from the survey will be incorporated into department operational plans.

Strategic Implications

This work aligns with all three goals within the current strategic plan under:

- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values.

Survey Results

The results of the survey will be used to better understand and meet the community's needs. It will also be used to inform marketing initiatives to help increase awareness of BPL's existing offerings or help customers access services, such as digital resources, recommendations or library spaces.

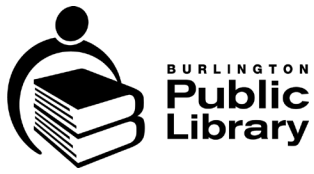
Equity, Diversity and Inclusion Considerations

BPL is committed to collecting feedback from the community to make sure its collections, programming, and services best meet the needs of all members of the community. This year, BPL added demographic questions to the survey.

Some demographics were proportionally represented in survey responses, and others were underrepresented. While this isn't a complete representation of active Library users, it does provide insight into which audiences the Library is struggling to reach. This information can inform communication and outreach efforts.

Risk Management

There are no known risks associated with BPL's Customer Satisfaction Survey.



Policy

There is no applicable policy.

Respectfully submitted by Elise Copps, Director, Communications and Engagement

2024 Report

Customer Satisfaction Survey



Background

The Customer Satisfaction Survey ran from June 10-23, 2024.

The survey asked the community about their experiences at the library. The feedback will be used to help us better understand and meet the community's needs.

The survey had several new additions this year:

- Optional demographic questions
- New question to define community-well being to help guide our offerings

This year's survey received **4,396 responses in total**, a 30% increase from 2023.

Survey Results & Key Themes

Summary of Findings

The Library continues to have a positive impact

- 95% of respondents said that overall, the library has a positive impact on their life.

Customers are overall satisfied with library service and collections

- Survey results show high satisfaction with staff service (94%) and collections (85%).
- Customer satisfaction for staff service, collections, programs, technology and space have increased since 2023.
- 1,382 respondents provided comments/suggestions.
- 200+ comments were praise for BPL: “I don't think it could be any better. I am always grateful for the services of our libraries.”

Collections

Key Findings

- 85% of respondents agreed that library collections reflect their areas of interest and usually offer something they want, a 1.4% increase over 2023.
- 81% of customers surveyed use the library for checking out items in person, and 56% use it for checking out items digitally.

Customer Feedback

- When asked how the library could improve, 338 respondents requested an increase in collection materials (digital & physical). Interest in the digital collection remains high, including audiobooks.
- Respondents would like to see more collection sharing with other libraries, both digital (more OverDrive partners) and physical sharing (access to inter-library loan). Access to other public library collections is relevant to the community, providing avenues to do this is important.
- The community is very aware of wait times and borrowing periods, suggesting a keen interest in their personal library usage and ability to use My BPL. Overall, respondents wanted to see BPL collections (physical and digital) expanded, with shorter wait times for in demands titles.

Programs

Key Findings

- When responding to the statement “Library programs reflect my areas of interest and usually offer something I want”, 55% agreed, 41% were neutral, and 4% disagreed.
- More respondents are attending library programs (up 6%), and agreed programs reflect their interest (up 8%) in comparison to 2023.

Customer Feedback

- When asked how the library can improve, more than 150 respondents asked for the library to offer programs on specific topics or for specific age groups.
 - Comments asked for programs for specific age ranges, such as tween, teen, baby or young kids (22) and for seniors (20).
 - Comments also asked for specific programs like the MakerSpace (13), online offerings (12) and book clubs (7).

Technology

Key Findings

- In response to the statement “Library technology and access to Wi-Fi meet my needs”, 67% of respondents agreed, an increase of 3% over 2023. For the remaining responses, 32% were neutral, and 1% disagreed.
- 14% of customers surveyed use the computers, Wi-Fi and other technology.

Customer Feedback

- When asked how the library could improve, some customers gave feedback about BPL’s website, such as making it more user-friendly and searchable (29 comments).
- Some customers would like the ability to pay for printing services electronically or lower costs or free printing (12 comments).

Library Space and Operations

Key Findings

- 94% of respondents agreed library staff provide good service.
- Overall, most customers are satisfied with library space. When responding to the statement “Library spaces meet my needs”, 75% agreed and 22% were neutral.
- 26% of respondents use the library spaces in person.

Customer Feedback

- When asked how the library can improve, customers commented that they would like to see more quiet spaces or rooms for working or studying (56 comments), while some commented that the overall noise level in the library was too high (15 comments).
- Some customers are asking for longer hours (22 comments), especially on weekends
- Some customers requested a coffee shop on site (15 comments).
- Some customers asked for more seating (14 comments) or more comfortable seating (5).

Improvement Opportunities and Constraints

Customer comments highlight improvement opportunities for the Library to explore at a system and department level. Some of the most common themes are challenging to address in our current funding model.

Demand for more variety and quicker access to books and other items is a major theme. Nearly 40 per cent of our non-staff operating budget is devoted to purchasing and licensing physical and digital items members can use and borrow. Due to rapid inflation and the high cost of licensing eBooks and eAudiobooks, we have to spend more to get the same amount. We are always exploring novel ways to enhance our collection and reduce wait times within our constrained budget. This is a long-term challenge we will continue to address with advocacy at a local and industry level.

Another challenging theme is competing space needs, particularly demand for quiet work and study space. Aspects of this issue can be addressed with communication. More significant changes to layout and use of branch space will need to be factored into larger capital improvement projects over time, particularly as our community grows.

Opportunities to Increase Awareness

Demystifying digital resources

- Customers had questions or expressed interest in learning more about how to use digital resources and expressed they had difficulty searching in our catalogue, digital resources, and on our shelves. There is an opportunity to share information and tutorials on BPL's website and other channels to address common questions, such as how holds work, expired holds, and searching the catalogue.
- There is also an opportunity to increase awareness of BPL's physical collections and how they are managed, such as large print or magazines.

How to access recommendations

- Customers are interested in receiving more book recommendations. There is an opportunity to bring more awareness to the library's reader advisory services such as Handpicked for You, book displays and book lists.

Library spaces

- Some customers have expressed a desire for quiet space in the library. There is an opportunity to bring more awareness to the existing study spaces available in the library.

Detailed Results

Demographic Summary

96% of respondents were willing to answer demographic questions.

- **Most survey respondents live in Burlington**
 - 69% of survey respondents were born in Canada and live in Burlington, while 21% immigrated to Canada and live in Burlington
- **Most survey respondents were older than 35**
 - 42% were ages 55-74, 26% ages 35-54, and 23% were 75+
- **Most survey respondents identified as White/European (86%), followed by South Asian (3.8%)**

Demographic Summary

- Most of the survey respondents identified their **gender identity** as woman (74%), followed by man (24%), non-binary (.5%) and prefer not to answer (1.4%)
- Most respondents said that their **income** is enough (53%) or more than enough for their needs (24%)
- 19% of respondents live with a **disability or a chronic illness that limits their activity, or cares for someone who does.**

Demographic Summary: Comparison to Burlington

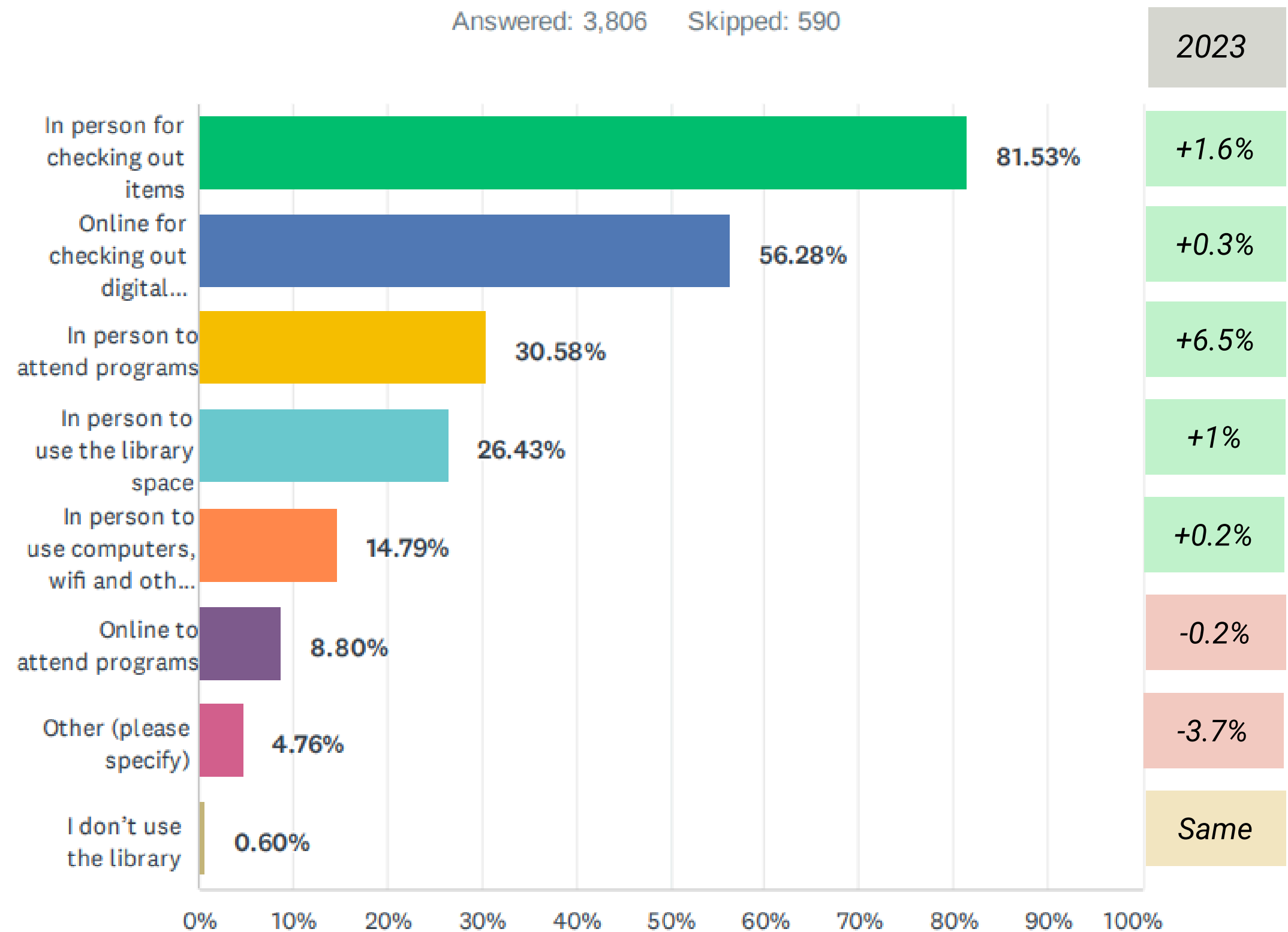
- **Living in Burlington:** 26% of Burlington's residents were not born in Canada (City of Burlington), compared to 21% of respondents in the Library's survey.
 - Between 2016 and 2021, the number of newcomers in Burlington (5,960) was 1.6 times higher than the net population growth in Burlington (3,643).
- **Age:** 35% of Burlington's residents are ages 55 and over (Statistics Canada). The Library's survey was overrepresented with this age range, at 66%.
- **Living with a disability:** 28% of people in Ontario reported having at least one disability (Statistics Canada). The Library's survey had 19% of respondents who live with a disability or a chronic illness that limits their activity, or care for someone who does.

How do you use the library?

Please check all that apply

Key Findings

The top uses of the library are in person for **checking out items**, online for **checking out digital collections**, and in person to **attend programs**.



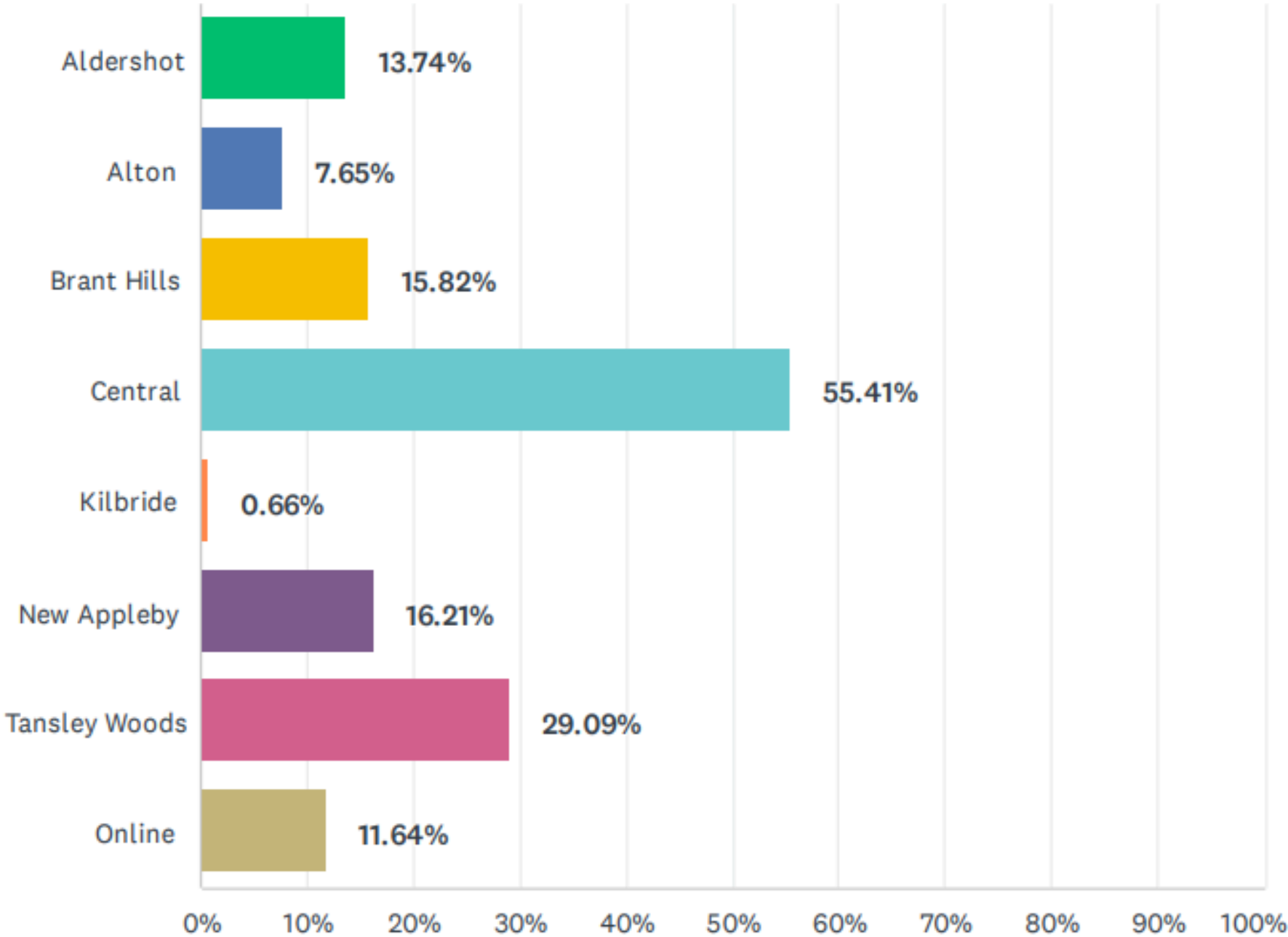
Which branch(es) do you use most often?

Please check all that apply

Answered: 3,806 Skipped: 590

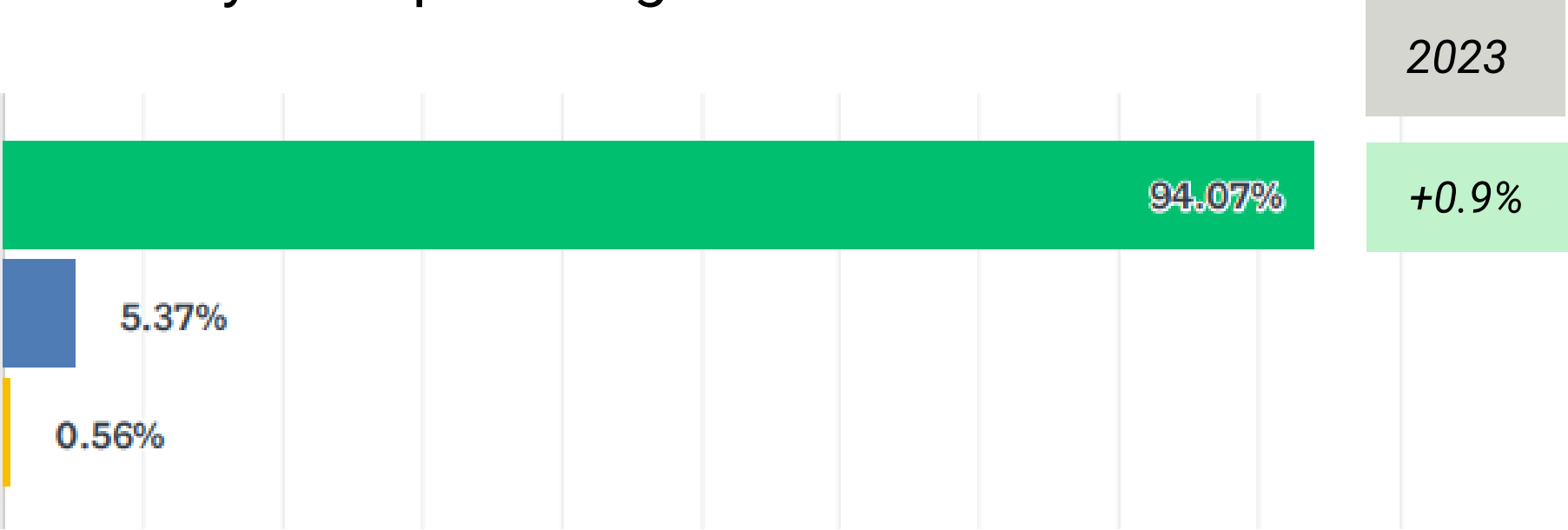
Key Findings

Central is the most used library branch by respondents, followed by Tansley Woods, New Appleby and Brant Hills.

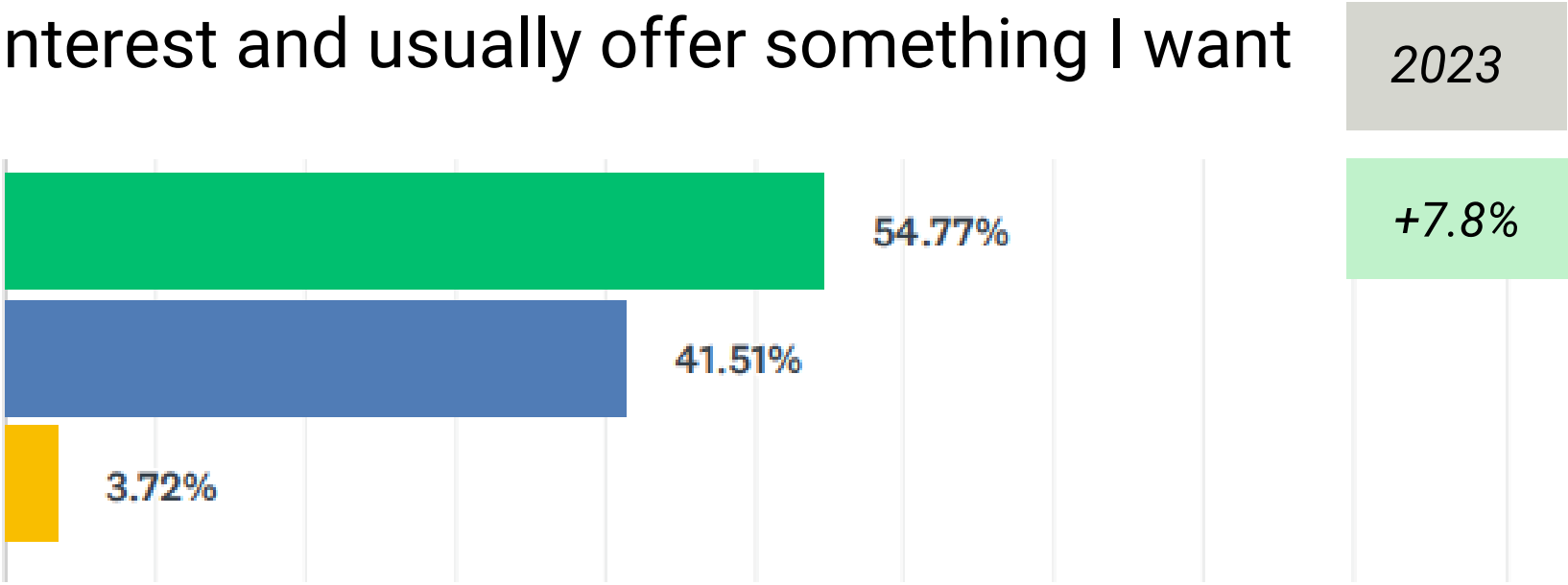


About your library experience

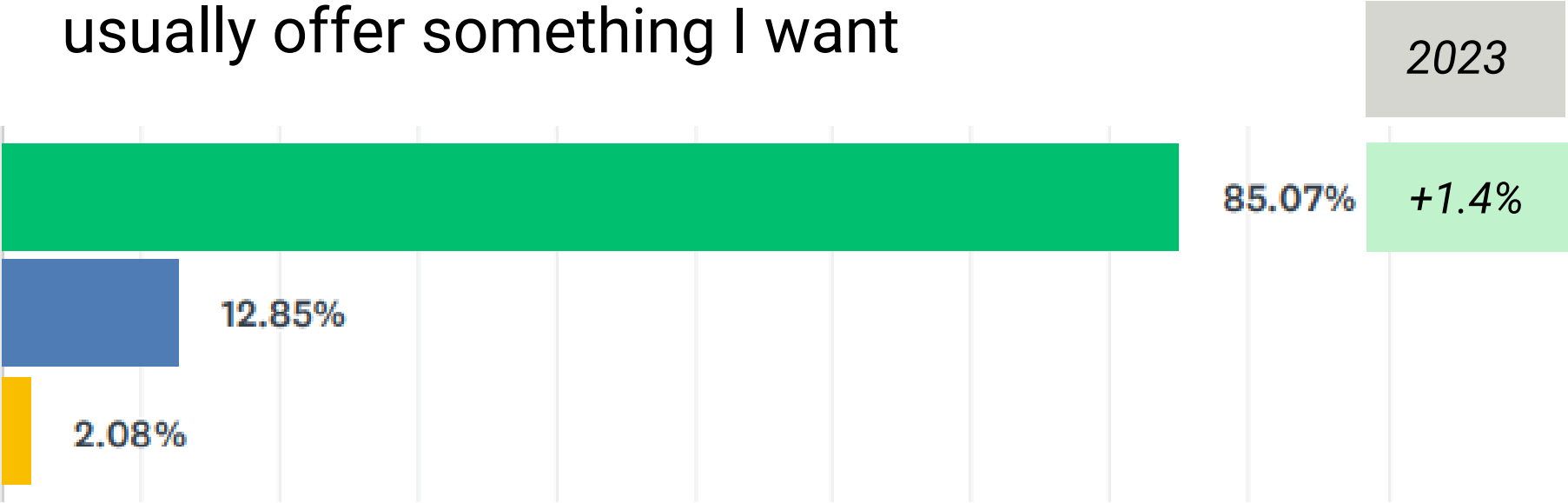
Library staff provide good service



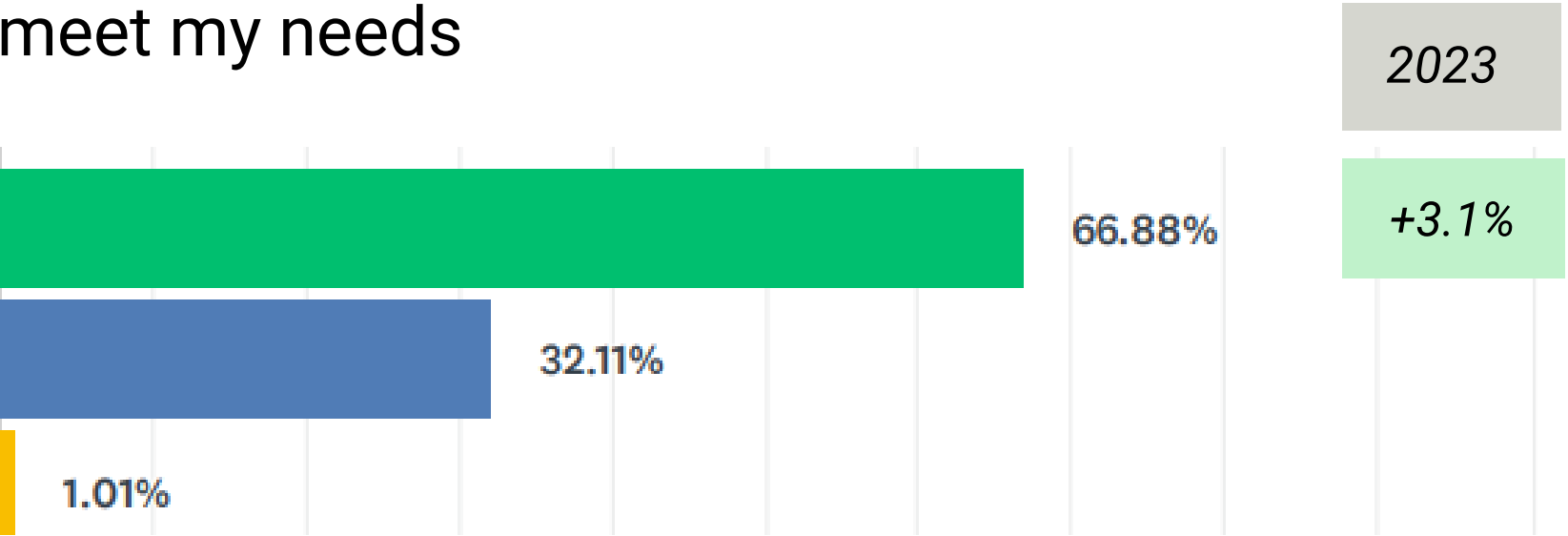
Library programs reflect my areas of interest and usually offer something I want



Library collections reflect my areas of interest and usually offer something I want

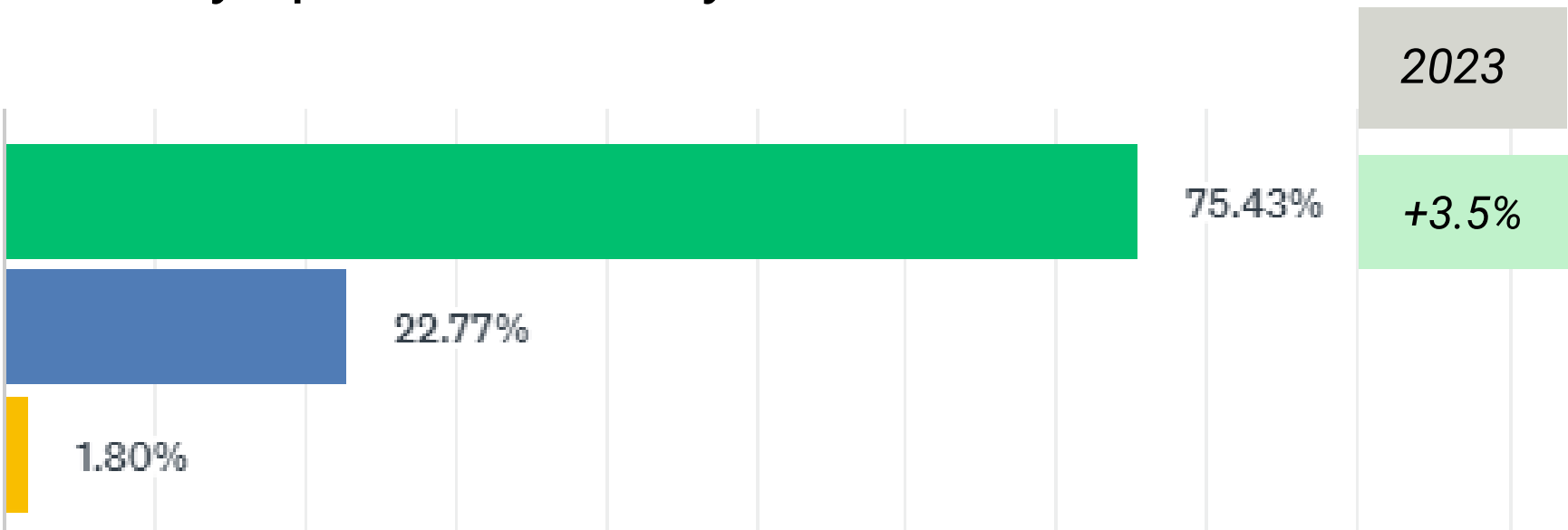


Library technology and access to Wi-Fi meet my needs



About your library experience

Library spaces meet my needs



Overall, the library has a positive impact on my life



The Library could improve by...

In response to the open-ended question “The Library could improve by...” the following themes were most dominant:

- Customers requested an increase in collection materials, both digital and physical (338 comments).
- Customers commented that they would like to see more quiet spaces or rooms for working or studying (71 comments).
- More than 150 customers asked for more types of programs on a variety of topics and serving a wide age range from kids to seniors.

Community Well-Being

The Library asked customers to select up to five aspects of life they feel are most important for community well-being, to help guide the library's offerings.

The top five areas were:

- Access to healthcare, including mental healthcare
- Ability to affordably live, work and play in the same community
- Support for people of all ages across their lifespan
- Greenspace and parks
- Access to quality education and information

Community Well-Being Definition

From the survey results, BPL has developed a definition of community well-being to guide service development:

We achieve community well-being when people feel accepted, connected, and empowered to live, work, and play to their full potential at all stages of life. The Library's role in this is as a connector—bringing people together to access resources and build community.

Social, education, health, economic, cultural, and political factors all influence community well-being. Our survey of more than 4,000 Burlington community members ranked these five aspects as the most important influences on community well-being:

- Access to healthcare, including mental healthcare
- Ability to affordably live, work and play in the same community
- Support for people of all ages across their lifespan
- Access to greenspace and parks
- Access to quality education and information