

# BPL Library Board

## Agenda

Thursday, November 28, 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. Board Development: Marketing Strategy
5. Open Minutes of October 24, 2024
6. Decision Items
  - 6.1 Policy Review
    - 6.1.1 Records Management Policy
    - 6.1.2 Human Rights and Respectful Workplace Policy
  - 6.2 Board Self Evaluation & Survey Tool
  - 6.3 Appointment of 2025 Executive Nominating Committee
  - 6.4 Appointment of the 2025 CEO Performance Review Committee
  - 6.5 2025 Board Governance Calendar & Workplan
  - 6.6 Bequests Report
  - 6.7 Annual Fundraising Campaign
  - 6.8 New Appleby FF&E Contracts



## 7. Discussion Items - None

## 8. Information Items

8.1 CEO Report

8.2 Fundraising Strategy Report

8.3 Equity, Diversity & Inclusion Report

8.4 Multi-Year Accessibility Plan Report

8.5 Sustainability Plan Report

## 9. Closed Session - None

## 10. Other Business

## 11. Next Meeting:

Thursday, January 23, 2025, 6:30 p.m., Frank Rose Room



# BPL Board Minutes | October 24, 2024

## Attendance

Board: Jennifer Tarnawski, Akindayomi Odedeyi, Lindsay Zalot, Ashley Cameron

Regrets: Councillor Lisa Kearns, Shayne Lemieux, Jason Manayathu

Staff: Lita Barrie, Nicole Tewkesbury, Elise Copps, Meg Uttangi Matsos, Cindy Tchorz

## Minutes

A meeting of the Board was held on Thursday, October 24, 2024, in the Frank Rose Room at Central Branch.

### 1. Call to Order

Jennifer Tarnawski, Library Board Chair, called the meeting to order at 6:34 p.m.

### 2. Approval of the Agenda

The agenda was approved as presented.

#### **Motion 24-69, Approval of the Agenda**

**MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the agenda be approved as presented.**

**CARRIED.**

### 3. Declarations of Interest - None

### 4. Board Development: Board Governance Best Practices

### 5. Open Minutes of September 26, 2024

#### **Motion 24-70, Open Minutes of September 26, 2024**

**MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve the Open Minutes of September 26, 2024 as presented.**

**CARRIED.**



## 6. Decision Items

### 6.1 Q3 Financials

#### **Motion 24-71, Q3 Financials**

**MOVED by Akindayomi Odedeyi, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the 3<sup>rd</sup> Quarter Operating, Capital, and Other Fund Financial Statements for the period ending September 30, 2024.**

**CARRIED.**

### 6.2 Draft Strategic Planning Proposal

#### **Motion 24-72, Draft Strategic Planning Proposal**

**MOVED by Akindayomi Odedeyi, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the draft Burlington Public Library Strategic Planning Proposal.**

**CARRIED.**

### 6.3 Policy Review

#### 6.3.1 Chief Executive Officer Accountability and Authority Policy

#### **Motion 24-73, Chief Executive Officer Accountability and Authority Policy**

**MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the revised Chief Executive Officer Accountability and Authority Policy effective November 1, 2024, as presented.**

**CARRIED.**

#### 6.3.2 Gifts and Hospitality Policy

#### **Motion 24-74, Gifts and Hospitality Policy**

**MOVED by Akindayomi Odedeyi, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the revised Gifts and Hospitality Policy effective November 1, 2024 as presented.**

**CARRIED.**



## 7. Discussion Items – None

## 8. Information Items

The following items were received by the Board:

### 8.1. CEO Report

### 8.2. Advocacy Report

Lita Barrie, CEO provided a verbal update from the Canadian Urban Libraries Council (CULC) Fall meeting that was held this month at BPL. Over forty CEO's from coast to coast attended and the council meeting touched on discussions about current challenges, a national social impact study and advocacy.

### 8.3. Q3 Metrics

## 9. Closed Session - None

## 10. Approval of Motions from Closed Session - None

## 11. Other Business – None

## 12. Next meeting

Thursday, November 28, 2024, 6:30 p.m., Frank Rose Room

The meeting is adjourned at 7:50 p.m. Motion by Ashley Cameron.

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Chair

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Secretary-Treasurer



## 6. Decision Items: 6.1. Policy Review Report

### Recommendations

**THAT** the Burlington Public Library Board approve the revised Records Management Policy effective January 6, 2025, as presented.

**THAT** the Burlington Public Library Board approve the revised Human Rights and Respectful Workplace Policy effective January 6, 2025, as presented.

### Purpose

To seek the Board's approval of the updated Records Management and Human Rights and Respectful Workplace policies.

### Background

The policy has 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 Records Management Policy was last amended in 2021. This policy is due for review. The Human Rights and Respectful Workplace Policy was last amended in February 2024, the revision is highlighted in yellow. In the attachments, the revised policy is provided first, followed by the existing policy.

### Discussion

#### Records Management Policy

This policy is now in the accessible template. There were only a few minor changes made to update the language to reflect current terminology.



## Human Rights and Respectful Workplace Policy

The Human Rights and Respectful Workplace Policy was last amended in February 2024. The policy has been updated to reflect a legislative change in the definition of harassment which now includes harassment in virtual environments.

## Financial Considerations

These policies have no direct financial impact.

## 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 has strong organizational processes to support staff wellbeing to enable the provision equitable and diverse collections and resources to our customers.

## Risk Management

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

## Report Author(s)

Respectfully submitted: Lita Barrie, CEO



# Records Management Policy

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## Purpose

To ensure that full and accurate physical and electronic records created or received by Burlington Public Library (BPL), while carrying out library business, are managed appropriately throughout the records' life cycle to facilitate the accessibility, accuracy, and security of information to meet operational and legislative requirements.

## Scope

This policy applies to the life cycle of all records in all formats, digital or physical.

The policy applies to Library employees, volunteers, and members of the Board. It applies to the creation, maintenance, retention, and disposition of all records created and/or used to conduct Library business.

This policy does not apply to items in BPL digital, physical, and local history collections acquired solely for use by the public.

## Definitions

Record: Recorded information, in any format created, received, and maintained as evidence in pursuance of legal obligations or in the transaction of business. It includes but is not limited to documents, business records, financial statements, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films, used by an organization to conduct its business.



**Disposition:** The decision regarding retention after a record is no longer considered active. This may include retaining, archiving, or the destroying of the record.

**Retention Schedule:** A description of how record series are being managed and how long they need to be retained and what will be their final disposition based on legal, compliance, business, operational and historical requirements.

**Record Series:** A group of identical or related records that are normally used and filed together as a unit (e.g., employee records).

**Active Records:** Records that are retained in employee offices and on-site storage areas and are required for the day-to-day business of the Library. They are usually referenced on a daily or monthly basis.

**Inactive Records:** Documents which are no longer referenced on a regular basis and tend to be stored in a less accessible place since they are not used frequently. Many times, records become inactive when they reach their disposition date as defined on a Retention Schedule.

**Records Management:** The field of management responsible for managing records in an efficient and systematic manner throughout its life cycle.

**Permanent Records:** Records determined to have historical, administrative, legal, or other value to the Library to warrant continuous preservation.

**Official Record:** Any type of recorded information, whether in printed or digital form which is created, collected, received, or maintained as evidence or used in pursuance of legal obligations or in the transaction of business.

**Transitory Record:** Records of a temporary nature that have limited usefulness. Transitory records are not required to meet legislative obligations or to sustain administrative or operational functions.

## Statement of Policy

In the management of records, BPL will comply with or exceed the legislated requirements and professional standards including, but not limited to: *Public Libraries*



*Act, City of Burlington Records Retention By-Law (5-2015 and No. 62-1023), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Municipal Act, Employment Standards Act, and Canada Revenue Agency regulations.*

All records created by BPL or in the organization's custody are the property of the Library and are managed as a corporate resource, regardless of medium or format.

BPL will maintain and apply records management policy to ensure that records in custody of the Library are:

- Available, accessible, and maintained to support strategic decision-making and to meet operational and legislative requirements.
- Properly secured and protected against damage or unauthorized access.
- Retained in accordance with the defined retention periods.
- Disposed of in accordance with established retention schedules; and destroyed
- in a secure manner that considers confidentiality requirements.

## Accountability

The CEO is responsible for ensuring that records management requirements are being met and that they reflect the library policies and priorities. Directors/Managers are authorized by the CEO to act on behalf of the Library in the management of Library records in accordance with the policy. The Records Coordinator/Executive Assistant to the CEO is the position responsible for the timely review, updating and dissemination of the policy. Staff with records responsibilities throughout the organization will perform the work to achieve the policy's goals.

The Library Board empowers the CEO to establish and keep current records management retention schedules, procedures, external and digital storage services required to enact the policy.

## Key Principles

- **Integrity:** The Library will strive to protect the informational assets of the Burlington Public Library so that they can be accessed, used, and distributed as required in accordance with relevant legislation, by-laws, policy, and best practices. The records management program is constructed so the records and

information generated or managed by or for the Library have a reasonable guarantee of authenticity and reliability.

- **Transparency:** The processes and activities of the corporate records management program will be documented in an understandable manner and be available to all personnel and interested parties.
- **Protection:** Records that are private, confidential, privileged, or essential to business continuity and disaster recovery will be identified and protected with appropriate security measures.
- **Availability:** Records will be maintained in a manner that ensures timely and efficient retrieval of reliable information when it is needed.

## Records in Digital Format

The digital records within a record series are an alternative format of the physical records, with no change in the transaction or content of the record.

The introduction of new technology will require updates to practices pertaining to the storage and access of digital records which otherwise will be reviewed and changed following the same revision timeframe as this policy.

## Disposition of Records

Records that have reached the end of their retention period and are no longer needed for another valid reason will be destroyed.

Records will not be retained beyond their retention period without a valid reason authorized by the CEO or designate.

The destruction of records will be done in a secure and confidential manner.

## Appendix: References

City of Burlington – Records Retention By-Law

<https://www.burlington.ca/en/by-laws-and-animal-services/resources/By-laws/By-law-Search/2015-By-laws/005-2015-By-law.pdf>

- Toronto Public Library - Records Management Policy:  
[https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2006/jan16/22\\_1.pdf](https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2006/jan16/22_1.pdf)
  - Hamilton Public Library – Records Management Policy  
<https://www.hpl.ca/articles/records-management-policy>
  - Barrie Public Library Records Retention Policy
- 
- Date:
  - Amended Dates:
  - Associated Documents:

## **Purpose**

To ensure that full and accurate physical and electronic records created or received by Burlington Public Library (BPL), while carrying out library business, are managed appropriately throughout the records' life cycle to facilitate the accessibility, accuracy, and security of information to meet operational and legislative requirements.

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### **Statement of Policy**

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The Library Board empowers the CEO to establish and keep current records management retention schedules, procedures, external and digital storage services required to enact the policy.

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- **Transparency:** The processes and activities of the corporate records management program will be documented in an understandable manner and be available to all personnel and interested parties.
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The destruction of records will be done in a secure and confidential manner.

## **Appendix 1: References**

City of Burlington  
[Records Retention By-Law](#)

Public Library Policies

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[Toronto Public Library Records Management Policy](#)  
[Hamilton Public Library Records Management Policy](#)  
[Barrie Public Library Records Retention Policy](#)

Effective Date: December 2014

Projected Review Date: October 2024

Motion #/Date: #14-115, Dec. 17, 2014 Amended Dates: #18-74, Jun 21, 2018  
#21-75, Dec. 16, 2021

Associated Procedures: Records Management Retention Schedule



# Human Rights and Respectful Workplace Policy

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## Purpose

Burlington Public Library (BPL) is committed to ensuring a respectful and safe work environment in which all individuals are:

- treated with mutual respect and dignity
- able to contribute fully to the Library’s mission, and
- valued for their unique contributions.

Employees have the right to work in an environment free from harassment and discrimination as prohibited by the *Ontario Human Rights Code* (OHRC) and the workplace harassment provisions of the *Ontario Occupational Health & Safety Act* (OHSa). BPL will enforce these rights and responsibilities as outlined.

This Policy is to ensure a respectful workplace, prevent disrespectful behaviour, and outline how disrespectful workplace behaviour is addressed, should it occur.

This Policy informs the Library's guidelines and procedures and supports our responsibilities under the OHRC and OHSa. This includes promoting a respectful workplace, preventing disrespectful behaviour, and addressing disrespectful workplace behaviour, should it occur by reporting, investigating, and resolving of complaints of harassment, bullying, and disrespectful behaviour. All issues will be dealt with in as timely and as confidential a manner as possible.

## Scope

This Policy applies to all employees and volunteers including but not limited to regular, on call, and contract employees, students, including co-op placements, and Board members (all classifications will be referred to hereafter as "employees").

Workplace relationships are not confined solely to BPL's buildings and virtual environments. This Policy also applies to library social functions, business travel and library business functions such as conferences, and ongoing development courses that are held outside of BPL facilities. It may also apply if harassment or discrimination occurs outside the workplace but can be demonstrated to have a direct link to employee relationships in the workplace.

## Policy Statement

Every person has a right to:

1. Equal treatment with respect to employment without discrimination
2. Freedom from a poisoned environment
3. A right to freedom from harassment and discrimination in the workplace by the employer and by another employee.

A Respectful Workplace is a work environment where individuals always treat each other with respect which includes:

- inclusion of people with different backgrounds, strengths, and opinions;

- safety from disrespectful, bullying, or intimidating behaviours;
- individual accountability for effective workplace relationships and respectful resolution of differences

## Definitions

**Complainant:** a person or persons filing a complaint against another person or persons.

**Discrimination:** unfair or unequal treatment of a person because of a prohibited ground.

**Disrespectful behaviour:**

- is considered offensive, humiliating or intimidating by most reasonable people;
- has a clear negative effect on the complainant;
- Includes written or verbal comments, actions, gestures, jokes or other behaviours which can consist of a single incident or number of incidents;

**Harassment:** Burlington Public Library follows the definition of harassment outlined in the OHSA: engaging in a course of vexatious comment or conduct against a worker in a workplace, **including virtually through** the use of information and communications technology, that is known or ought reasonably to be known to be unwelcome. The definition of workplace harassment is broad and includes harassment prohibited under the OHRC, as well as psychological harassment and personal harassment.

**Poisoned Environment:** a workplace that is objectively hostile or unwelcoming to an employee because of insulting or degrading comments or actions based on a prohibited ground as defined by the OHRC, or psychological or personal harassment that influences how the complainant is treated or perceived. A poisoned environment exists when these circumstances result in unfair work conditions for the complainant. There must be facts that show the comments or conduct result in unequal or unfair terms and conditions.

**Workplace Sexual Harassment:** Burlington Public Library follows the definition of workplace sexual harassment outlined in the OHSA.

**Respondent:** a person or persons who have a complaint filed against them.

## Roles and responsibilities

### Burlington Public Library:

- develop and maintain a policy statement to address workplace bullying and harassment in the workplace;
- prevent and minimize workplace bullying and harassment;
- develop, implement, and maintain procedures for reporting and investigation of incidents or complaints of bullying and harassment;
- inform workers of policies and procedures;
- train supervisors and workers on all policies and procedures;
- ensure annual review of policies, procedures and training;
- not engaging in bullying and harassment of workers and supervisors and applying and complying with the employer policies and procedures.

### Managers and Supervisors:

- foster a harassment and discrimination-free work environment and set an example of appropriate workplace behaviour;
- ensure no employees are subjected to harassment or discrimination and staff is provided with information about and access to policies and procedures related to harassment;
- apply and comply with the employer's policies and procedures;
- intervene promptly and appropriately when they know or have good reason to believe harassment, bullying, or disrespectful behaviour is occurring.

### Employees:

- take personal responsibility to maintain respectful working relationships and constructively resolve conflict;
- do not engage in bullying and harassment of other workers, supervisors, the employer, or persons acting on behalf of the employer;
- report any observed or experienced bullying and harassment in the workplace; apply and comply with the policies and procedures.

### Human Resources:

- ensure a fair, prompt, and equitable process is followed;
- champion respectful workplace behaviours and practices;
- protect the privacy and confidentiality of all individuals involved;

- work with appropriate management staff to determine corrective action.

### Chief Executive Officer (CEO):

- establishes and maintains an environment free from discrimination and harassment;
- authorizes action for complaints after discussion with Human Resources;
- authorizes the remedy and, if necessary, the discipline if discrimination or harassment has occurred.

## Complaint Process

If harassment or discrimination is suspected or reported:

1. A complainant, witness, or supervisor informs Human Resources of the issue.
2. Human Resources assesses whether the complaint falls under this policy and discusses possible courses of action.
3. Human Resources, with authorization from the CEO, recommends corrective action, which may include:
  - mediation, behavioural guidelines or agreements, apologies
  - a formal complaint investigation conducted by Human Resources staff or an external third party. This is an impartial, fact-finding process where investigators do not advocate on behalf of, or represent, any party involved in a complaint.
  - other measures agreed to between the parties and the CEO or their delegate.
4. Corrective action occurs.

Concerns about harassment should be raised as soon as reasonably possible. The time limit for filing a Complaint under this policy is six months from the time of the last alleged incident of discrimination or harassment. Exceptions may be made in extenuating circumstances.

BPL's procedures for addressing harassment complaints are designed to be flexible, timely and accessible. BPL provides both an informal resolution and formal process to resolve harassment. Human Resources may suggest interim measures to be taken during either the informal resolution or formal processes.

Formal complaint investigations cannot be carried out anonymously. The identity of the complainant and the allegations must be made known to the respondent, who will be

given a full and fair opportunity to respond to the allegations. In addition, it is often necessary for the identity of the complainant to be identified to third parties for the successful completion of an investigation. The complainant will be provided with the response and will have an opportunity to reply. Once a formal complaint investigation is complete, the complainant, respondent, and CEO or their delegate will be notified in writing of the findings of the investigation.

## Consequences of Harassment

Engaging in harassment or retaliation is serious misconduct and may result in disciplinary action up to and including termination of employment.

## Retaliation

BPL employees, including witnesses, should not face retaliation or threats of retaliation. Employees who engage in retaliation or threats of retaliation will be subject to disciplinary action, up to and including termination of employment.

## Malicious Complaints

If an employee is discovered to have made an unfounded complaint of malicious intent, they will be subject to disciplinary action up to and including termination of employment.

## Competing Rights

BPL values the diversity of our organization and the community we serve and strives for equality in employment practices and service delivery. We recognize that sometimes rights may conflict with one another. All employees will receive training to recognize and address competing rights in our workplace and service delivery.

## Confidentiality

A complaint may only be discussed with people that must be aware or involved. This protects the privacy and confidentiality of all parties, as well as the integrity of the process.

Information collected and retained by Human Resources during an investigation is confidential. During the investigation, Human Resources will only share investigation-

related information that is necessary to resolve the complaint. Information collected and retained by Human Resources may be required by law to be released, including in court proceedings or other legal proceedings.

Files related to an investigation under this policy will be kept separately from employee personnel files. Files will be retained based on the Library's records retention schedule.

## Legal Fees

Should an employee decide to retain legal counsel, they are solely responsible for the payment of any legal fees.

## Criminal Actions

This policy cannot address criminal actions such as assault etc. These actions will be addressed by law enforcement.

## Ontario Human Rights Commission

Burlington Public Library will attempt to solve all human rights issues through our internal procedure, however if a complaint cannot be settled, the employee has every right to file a complaint with the Ontario Human Rights Commission within one year of the incident.

## Interpretation of Policy

If a matter requires interpretation or violation of this policy, it must be referred to Human Resources, the CEO, or their authorized delegate. Matters related to this policy where the CEO's actions are in question must be referred to the Chair of the Library Board.

## Legislation

If any portion of this policy is inconsistent with the most up to date, relevant federal or provincial legislation, that portion and only that portion shall be overridden by legislation to the extent of that inconsistency. All other portions of the policy shall continue in full force and effect.

## References

- [Occupational Health and Safety Act Part III.0.1 Workplace violence and workplace harassment](#)
- <https://www.ohrc.on.ca/en/ontario-human-rights-code>
  
- Effective Date: March 2024
- Projected Review Date: 2027
- Motion #/Date: #19-81, Dec. 2019; #20-99, Dec. 2020; #22-63, Oct. 2022; #24-14, Feb. 2024
- Amended Dates: December 21, 2010, December 20, 2019, December 17, 2020, October 27, 2022, February 22, 2024
- Associated Documents:

# Human Rights and Respectful Workplace Policy

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- has a clear negative effect on the complainant;
- Includes written or verbal comments, actions, gestures, jokes or other behaviours which can consist of a single incident or number of incidents;

**Harassment:** Burlington Public Library follows the definition of harassment outlined in the OHSA: engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. The definition of workplace harassment is broad and includes harassment prohibited under the OHRC, as well as psychological harassment and personal harassment.

**Poisoned Environment:** a workplace that is objectively hostile or unwelcoming to an employee because of insulting or degrading comments or actions based on a prohibited ground as defined by the OHRC, or psychological or personal harassment that influences how the complainant is treated or perceived. A poisoned environment exists when these circumstances result in unfair work conditions for the complainant. There must be facts that show the comments or conduct result in unequal or unfair terms and conditions.

**Workplace Sexual Harassment:** Burlington Public Library follows the definition of workplace sexual harassment outlined in the OHSA.

**Respondent:** a person or persons who have a complaint filed against them.

## Roles and responsibilities

### Burlington Public Library:

- develop and maintain a policy statement to address workplace bullying and harassment in the workplace;
- prevent and minimize workplace bullying and harassment;
- develop, implement, and maintain procedures for reporting and investigation of incidents or complaints of bullying and harassment;
- inform workers of policies and procedures;
- train supervisors and workers on all policies and procedures;
- ensure annual review of policies, procedures and training;
- not engaging in bullying and harassment of workers and supervisors and applying and complying with the employer policies and procedures.

### Managers and Supervisors:

- foster a harassment and discrimination-free work environment and set an example of appropriate workplace behaviour;
- ensure no employees are subjected to harassment or discrimination and staff is provided with information about and access to policies and procedures related to harassment;
- apply and comply with the employer's policies and procedures;
- intervene promptly and appropriately when they know or have good reason to believe harassment, bullying, or disrespectful behaviour is occurring.

### Employees:

- take personal responsibility to maintain respectful working relationships and constructively resolve conflict;
- do not engage in bullying and harassment of other workers, supervisors, the employer, or persons acting on behalf of the employer;
- report any observed or experienced bullying and harassment in the workplace;
- apply and comply with the policies and procedures.

### Human Resources:

- ensure a fair, prompt, and equitable process is followed;
- champion respectful workplace behaviours and practices;

- protect the privacy and confidentiality of all individuals involved;
- work with appropriate management staff to determine corrective action.

### Chief Executive Officer (CEO):

- establishes and maintains an environment free from discrimination and harassment;
- authorizes action for complaints after discussion with Human Resources;
- authorizes the remedy and, if necessary, the discipline if discrimination or harassment has occurred.

## Complaint Process

If harassment or discrimination is suspected or reported:

1. A complainant, witness, or supervisor informs Human Resources of the issue.
2. Human Resources assesses whether the complaint falls under this policy and discusses possible courses of action.
3. Human Resources, with authorization from the CEO, recommends corrective action, which may include:
  - mediation, behavioural guidelines or agreements, apologies
  - a formal complaint investigation conducted by Human Resources staff or an external third party. This is an impartial, fact-finding process where investigators do not advocate on behalf of, or represent, any party involved in a complaint.
  - other measures agreed to between the parties and the CEO or their delegate.
4. Corrective action occurs.

Concerns about harassment should be raised as soon as reasonably possible. The time limit for filing a Complaint under this policy is six months from the time of the last alleged incident of discrimination or harassment. Exceptions may be made in extenuating circumstances.

BPL's procedures for addressing harassment complaints are designed to be flexible, timely and accessible. BPL provides both an informal resolution and formal process to resolve harassment. Human Resources may suggest interim measures to be taken during either the informal resolution or formal processes.

Formal complaint investigations cannot be carried out anonymously. The identity of the complainant and the allegations must be made known to the respondent, who will be given a full and fair opportunity to respond to the allegations. In addition, it is often necessary for the identity of the complainant to be identified to third parties for the successful completion of an investigation. The complainant will be provided with the response and will have an opportunity to reply. Once a formal complaint investigation is complete, the complainant, respondent, and CEO or their delegate will be notified in writing of the findings of the investigation.

## Consequences of Harassment

Engaging in harassment or retaliation is serious misconduct and may result in disciplinary action up to and including termination of employment.

## Retaliation

BPL employees, including witnesses, should not face retaliation or threats of retaliation. Employees who engage in retaliation or threats of retaliation will be subject to disciplinary action, up to and including termination of employment.

## Malicious Complaints

If an employee is discovered to have made an unfounded complaint of malicious intent, they will be subject to disciplinary action up to and including termination of employment.

## Competing Rights

BPL values the diversity of our organization and the community we serve and strives for equality in employment practices and service delivery. We recognize that sometimes rights may conflict with one another. All employees will receive training to recognize and address competing rights in our workplace and service delivery.

## Confidentiality

A complaint may only be discussed with people that must be aware or involved. This protects the privacy and confidentiality of all parties, as well as the integrity of the process.

Information collected and retained by Human Resources during an investigation is confidential. During the investigation, Human Resources will only share investigation-related information that is necessary to resolve the complaint. Information collected and retained by Human Resources may be required by law to be released, including in court proceedings or other legal proceedings.

Files related to an investigation under this policy will be kept separately from employee personnel files. Files will be retained based on the Library's records retention schedule.

## Legal Fees

Should an employee decide to retain legal counsel, they are solely responsible for the payment of any legal fees.

## Criminal Actions

This policy cannot address criminal actions such as assault etc. These actions will be addressed by law enforcement.

## Ontario Human Rights Commission

Burlington Public Library will attempt to solve all human rights issues through our internal procedure, however if a complaint cannot be settled, the employee has every right to file a complaint with the Ontario Human Rights Commission within one year of the incident.

## Interpretation of Policy

If a matter requires interpretation or violation of this policy, it must be referred to Human Resources, the CEO, or their authorized delegate. Matters related to this policy where the CEO's actions are in question must be referred to the Chair of the Library Board.

## Legislation

If any portion of this policy is inconsistent with the most up to date, relevant federal or provincial legislation, that portion and only that portion shall be overridden by legislation to the extent of that inconsistency. All other portions of the policy shall

continue in full force and effect.

## References

- [Occupational Health and Safety Act Part III.0.1 Workplace violence and workplace harassment](#)
- <https://www.ohrc.on.ca/en/ontario-human-rights-code>
  
- Effective Date: March 2024
- Projected Review Date: 2027
- Motion #/Date: #19-81, Dec. 2019; #20-99, Dec. 2020; #22-63, Oct. 2022; #24-14, Feb. 2024
- Amended Dates: December 21, 2010, December 20, 2019, December 17, 2020, October 27, 2022, February 22, 2024
- Associated Documents:



## 6. Decision Items: 6.2 Annual Board Self-Evaluation

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### Recommendations

THAT the Burlington Public Library Board approve the survey to be used to conduct the Board’s annual self-evaluation of its’ work; and

THAT the Burlington Public Library Board direct the CEO to arrange for the administration of the Board Evaluation survey using on-line survey tool “Survey Monkey” and provide report on the results at the January 2025 Board meeting.

### Purpose

Good governance practice for Boards recommends that Board members engage in self-critical reflection at least annually to gauge their effectiveness as individual members and collectively as a Board.

## Background

Burlington Public Library Board has conducted annual evaluations and has found that the information gleaned, and subsequent discussions has guided them in changing and improving their performance as individual Board members and collectively as a Board.

The survey tool was substantially updated in 2019 based on a review of Board Self-Assessment tools from libraries across Canada.

## Discussion

The draft 2024 survey is consistent with the 2022 for benchmarking. For 2024, the question specific to Board transition to the new term has been modified to ongoing Board development and the question about virtual meetings due to pandemic has been updated to reflect the Board’s ongoing hybrid meeting format. There will be an open text field for comments for each section and a general open-ended question at the end of the questionnaire.

## Board Survey Questionnaire

### Rating Scale

Strong Disagree	Disagree	Acceptable	Agree	Strongly Agree
1	2	3	4	5

### Governance Role

- The ongoing Board development was adequate
- The Board adequately understands the legislation, regulations and policies that impact the governance of BPL
- Plans and initiatives approved by the Board demonstrate value for money and a prudent use of public funds
- The Board reviews and approves operating capital budget submissions ensuring that they are aligned with Library and City priorities
- The Board ensures that its Financial Policy is adhered to
- The Board reviews the annual audited financial statements and takes action where necessary



- Board members demonstrate clear of the respective roles of the Board and the CEO
- Board membership provides for diverse representation, expertise and experience

## Integrity, Ethics and Values

- Board discussions are guided by the best interests of the Library and the public it serves
- Board members participate in discussions in a manner that is reflective of their duty
- Board members comply with the Board's Code of Conduct

## Strategy Planning

- The Board has an approved strategic plan and clear vision, mission, and values statements
- The Board's meeting agenda reflects a strategic versus operational focus
- The Board monitoring plans to achieve strategic goals and priorities
- The Library's Performance Measures are realistic and challenging

## Teamwork and Collaboration

- All Board members fulfill their roles and responsibilities and at meetings, have an opportunity to contribute equally to Board discussion.
- Members act collegially, debate independently and decide collectively
- There is a high level of trust and respect between Board members

## Advocacy and Communication

- The relationship between the Board and the CEO is appropriate and effective.
- Board members have a current and adequate understanding of the issues facing stakeholders, partners and communities as well as the culture in which the library works
- The Board ensure that the Library accomplishments and challenges are communicated to stakeholders and the community

## Overall Effectiveness

- The Board is effective and performs well
- The Board works effectively through a hybrid meeting format



## Open-Ended Question

- Please share any suggestions for improvements for 2025.

## Financial Considerations

The annual Board evaluation related work will be funded through the Operating budget.

## Strategic Implications

One of the Library Board core functions in oversight of the Strategic Plan. A strong Board self-evaluation programs supports and 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

Board self-evaluation provides an opportunity to increase awareness of the diverse perspectives and experience on BPL board, reducing barriers to Board participation and the strengthen of the equity, diversity, and inclusion lens in Board governance.

## Risk Management

Board self-evaluation is an opportunity to ensure effective governance.

## Policy

Related policy the [Board Bylaw](#).

Respectfully submitted by: Lita Barrie, Chief Executive Officer



## 6. Decision Items: 6.3 Appointment of the Nominating Committee for 2025 Board Executive Election

### Recommendation

THAT the Burlington Public Library Board strike a Nominating Committee for Board Executive Elections to occur at the January 2025 Library Board meeting, and;

THAT the Nominating Committee report back to the Board in January 2025 regarding a slate for Board Executive Elections.

### Purpose

The election of an Executive is a key governance responsibility of the Board. One or more Board members who are not interested in standing for Executive position will be sought to serve as the Nominating Committee.

### Background

The Burlington Public Library Board By-law outlines the Election process (page 11) and the specific roles of the Chair and Vice Chair of the Board (page 4-5).

### Next steps

The Nominating Committee will poll all Board members regarding interest in standing for election to the Board Executive before the January Board meeting.

The CEO will convene the January 2025 Board meeting and the first item of business will be the election of the Executive.

The CEO will conduct an election for Board Chair as the first item of business. In the event of an acclamation, due process will be followed as noted in the policy and the CEO will declare the candidate as Chair. Should there be multiple candidates, each candidate will be given five minutes to address the Board and then a vote will be held. If a vote occurs, a motion will be required to appoint two scrutineers (one Board member



and one Senior Manager) to count the ballots. If the meeting is held online, the election will be held via an online poll.

The new Chair will then take the gavel and will oversee the election of the Vice Chair following policy and parliamentary protocols

## Financial Implications

There are no direct financial impacts related to these proposed by-law revisions.

## Equity, Diversity & Inclusion Considerations

Board members elected and appointed to these roles help to ensure that the Library is aligning with our commitment to Equity, Diversity & Inclusion as outline in the Library's Policy.

## Risk Management

Board elections and appoints are critical to the function of the Library Board in its governance role.

## Policy

Related policy: Board Bylaw.

Respectfully submitted by: Lita Barrie, Chief Executive Officer



## 6. Decision Items: 6.4 CEO Performance Review Committee

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### Recommendations

THAT the Burlington Public Library Board appoint Library Board member(s) to the 2025 CEO Performance Review Committee.

### Purpose

This report is for decision regarding electing the Board members to the annual CEO Performance Review Committee.

### Background

In accordance with Burlington Public Library Board by-law, the CEO Performance Review Committee is appointed annually.

It is the responsibility of the Library Board to oversee the performance of the Chief Executive Officer who is the only Library employee under the supervision of the Library Board.



The process for the annual performance review, which includes the annual appointment of the CEO Performance Review Committee, is outlined in the CEO Performance Appraisal Committee Terms of Reference, Appendix B of the Board By-law.

Membership on the CEO Performance Review Committee includes the Board Chair, Board Vice Chair, and a minimum of one other Board member selected and approved by the Library Board.

## Discussion

The Chair will request Board volunteer(s) for this committee at the November 28 meeting to support the revised timeline in the 2025 Board Governance Workplan and Calendar.

## Financial Considerations

n/a

## Strategic Implications

One of the Library Board core functions is the oversight of the Strategic Plan. A strong Board, with an active and engagement executive and committees, supports and 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

Board members elected and appointed to these roles help to ensure that the Library is aligning with our commitment to Equity, Diversity & Inclusion as outline in the Library's [Policy](#).



## Risk Management

Board elections and appoints are critical to the function of the Library Board in its governance role.

## Policy

Related policy: [Board Bylaw](#).

Respectfully submitted by:

Lita Barrie, Chief Executive Officer

- Date:
- Amended Dates:
- Associated Documents:



## 6. Decision Items: 6.5 2025 Board Governance Calendar and Workplan

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### Recommendation

**THAT** the Burlington Public Library Board approves the 2025 Board Governance Calendar and Workplan.

### Purpose

To seek the Library Board’s approval of the 2025 Board Governance Calendar and Workplan.

### Background

Annually, the Library Board identifies and tracks major governance responsibilities and key annual objectives. The draft 2025 Library Board governance calendar and workplan is attached.

### Discussion

For 2025, strategic planning will be a key focus. Board development sessions will continue but with less frequency, the proposed calendar includes 1 or 2 sessions per

quarter. As per the Board's request, the CEO Performance Review has been moved to Q1.

The annual report of requests for reconsideration has been added to the February meeting in alignment with Freedom to Read Week. Staff are proposing that the Annual Report and Economic Impact Statement be moved to April to May to align with the Audit process.

Provincial legislation requires the Board to meet 7 times a year. The Library Board meets twice in September in support of the annual Operating and Capital budget process. The Library Board does not meet in July, August or December unless a special meeting is called as outlined in the Library Board's By-Law.

## Financial Considerations

The annual Board Governance Calendar and Workplan and related work will be funded through the Operating budget. There are funds identified to support the Strategic planning work.

## Strategic Implications

One of the Library Board core functions is oversight of the Strategic Plan. The workplan is designed to ensure the work of the Board supports and 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

Since 2022, this section has been a key component of the Library Board report template to ensure the Library Board and staff maintain a consistent focus on the equity, diversity and inclusion impact of decisions and library activities. For 2025, an annual report on the status report on the Library's work in this area is a workplan deliverable on the calendar for November.



## Risk Management

Board Governance Calendar and Annual Workplan is an opportunity to increase understanding of the function of the Library Board in its governance. Transparency and clarity are critical for the Library Board.

## Policy

Related policies include the [Board Procedural By-Law](#).

**Library Board –2025 Governance Calendar & Workplan DRAFT**

<b>Task or Deliverable</b>	<b>Area of Focus</b>	<b>Target date</b>	<b>Status</b>	<b>Notes</b>
<b>Q1</b>				
Board Self-Evaluation Report	Governance	January		
Annual Board Approval of the Health & Safety Policy	Governance	January		
Audit Meeting - Prepare for 2023 Audit	Audit/Risk Management	January		
Review Q4 2024 Metrics Reports	Governance	January		
Approve Q4 2024 Financial Statements	Financial Oversight	January		
Attend Ontario Library Association SuperConference	Board Development	January		Optional
Executive & Committee Elections	Governance	January		
Receive 2024 Requests for Reconsideration Report	Governance	February		
Board Retreat	Strategic Planning	February		
CEO Performance Review	Governance	Feb/Mar		
Review General Human Resources Policy	Policy Review	March		
Board Development: Service Pillars	Board Development	March		
<b>Q2</b>				
Approve Q1 Financial Statements	Financial Oversight	April		
Review Q1 Metrics Reports	Governance	April		
Review Risk Management Policy	Policy Review	April		
Review Finance Policy	Policy Review	April		
Board Development: Makerspaces	Board Development	May		
Review & Approve 2024 Audited Statements	Audit/Risk Management	April or May		
Review Senior Management 2024 Expenses	Audit/Risk Management	April or May		
Review 2024 Risk Management Report & 2025 Plan	Audit/Risk Management	April or May		
Receive 2024 Economic Impact Statement & Annual Report	Governance	April or May		
Approve Comprehensive Facilities Plan	Strategic Planning	May		
Receive Advocacy Report	Governance	May		
Review Draft 2026-2027 Strategic Planning	Governance	June		
Board Development: New Appleby Relocation	Board Development	June		
Review Programming & Partnership Policy	Policy Review	June		
<b>Q3</b>				
Receive Q2 Financial Statements by email	Financial Oversight	August		
Approve Q2 Financial Statements	Financial Oversight	September		
Approve annual Library Closures Calendar for 2026	Governance	September		
Approve 2026 Capital Budget Submission	Financial Oversight	September		
Approve 2026 Operating Budget Submission	Financial Oversight	September		
Approve 2026-2027 Strategic Plan	Strategic Planning	September		
Received 2025 Customer Satisfaction Survey Report	Strategic Planning	September		
Receive Q2 Metrics Reports	Governance	September		

Review Fees & Charges	Policy Review	September
<b>Q4</b>		
Approve Q3 Financial Statements	Financial Oversight	October
Draft 2026 Strategic Planning Proposal	Strategic Planning	October
Receive Q3 Metrics Reports	Governance	October
Receive Advocacy Report	Governance	October
Receive the Multi-Year Accessibility Plan Report	Governance	October
Receive Sustainability Plan Report	Governance	October
Review Accessibility Policy	Policy Review	October
Board Development: Local History & Burlington Digital Archive	Board Development	October
Review Donations, Sponsorship Policy	Policy Review	November
Review Naming Rights Policy	Policy Review	November
Receive Fund Development Report	Financial Oversight	November
Receive Equity, Diversity & Inclusion Report	Governance	November
Approve Board Self Evaluation Survey Tool	Board Development	November
Conduct Board Self Evaluation	Board Development	November
Review Equity, Diversity and Inclusion Policy	Policy Review	November
Board Development: Halton Information Providers	Board Development	November
Appoint 2026 Executive Nominating & CEO Review Committee	Governance	November
Approve 2026 Board Governance Calendar & Workplan	Governance	November



## 6. Decision Items: 6.6 Bequests Report

### Recommendation

That the Burlington Public Library approve the following use of bequest funding received in 2024:

- \$75,000 for technology & furniture at the new New Appleby Branch
- \$125,000 for technology/furniture replacement in children's areas across the system
- \$30,000 for History Walk outside Central Branch
- \$70,000 for public furniture replacement at Central Branch

### Purpose

To seek the Board's approval of the recommended allocation of bequest funds as detailed above.

### Background

Burlington Public Library received notification that the Library was named in the estate of James Williams and the estate of Alan Worthington Davis. BPL has received a gift of \$200,000.00 for the estate of James Williams unrestricted and \$100,000.00 from the estate of Alan Worthington Davis to be directed to Central Library. Both families were avid readers and library supporters.

### Discussion

As outlined in the Library's Donation, Sponsorship and Fundraising policy, 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.

BPL has several endowment funds held by the Burlington Foundation and is the beneficiary of investment earnings of those funds. In the past, bequests have been directed to the endowments to support that long term investment.

At this time, staff recommend that these generous bequests to used to enable and support the following initiatives:



- \$75,000 for technology & furniture at the new New Appleby Branch
- \$125,000 for technology/furniture replacement in children’s areas across the system
- \$30,000 for History Walk outside Central Branch
- \$70,000 for public furniture replacement at Central Branch

## New Appleby Branch

The Library Board has \$650,000.00 identified in capital reserved for the fixtures, furniture and equipment for the new New Appleby branch. As outlined in the New Appleby FF&E Budget report, most of those funds will be required for library shelving and core furniture. Staff recommend up to an additional \$75,000 in support through the James Williams bequest will ensure that we can invest in the technology, wayfinding and children’s area to create an environment that meets the needs of the community. The New Appleby catchment has been underserved for many years, and this additional funding would allow the library to address the priorities identified in the community consultation for this project.

## Children’s Area renewal

Staff recommend that up to \$125,000.00 of the James Williams bequest be invested in the renewal of children’s spaces across the system. These spaces are well used and loved by families and the furniture and interactive elements are well overdue for a refresh.

## Central History Walk

Staff recommend that \$30,000.00 of the Alan Worthington Davis bequest be invested in the Central History Walk that will be replacing the Town Bell. The Fire Department is contributing \$5,000.00 to this project. This additional funding will ensure that the interactive panels are robust enough to endure all weather conditions and create a meaningful interactive experience for visitors.

## Central Furniture Replace

Staff recommend that \$70,000.00 of the Alan Worthington Davis bequest be invested in the renewal of public furniture at Central. Much of the core furnishings date back to the renovation of Central in 2005 and the original library built in 1970. Through this investment, staff would look to increase the accessibility and flexibility of Central’s public spaces.



## Financial Considerations & Risk Management

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.

## Strategic Implications

The proposed use of funds aligns with the Library's strategic priorities.

## Equity, Diversity and Inclusion Considerations

These projects identified to be supported by these generous bequests will help enhance BPL offerings and meet the needs of the diverse community we serve.

## Policy

- [Donations, Sponsorship and Fundraising Policy.](#)

## Report Author(s)

Respectfully submitted by Lita Barrie, CEO



## 6. Decision Items: 6.7 Kids Learning Fund Annual Campaign

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### Recommendations

**THAT** the Burlington Public Library Board approve an annual holiday fundraising campaign to support the Kids Learning Fund.

### Purpose

To seek the Library Board’s approval to approve an annual Kids Learning Fund campaign, after the success of the 2023 pilot campaign.

### Background

In 2022, BPL’s Board endorsed the creation of five funds, including the Kids Learning Fund to support and grow literacy in all its forms.

### **Kids Learning Fund – 2023 Campaign**

In 2023, BPL piloted an end-of-year campaign to raise funds towards the Kids Learning Fund. The donation campaign ran from November 23 to December 31 and raised



approximately \$2,000. It included branch displays and social media and eNewsletter promotion.

The campaign asked customers to support the Kids Learning Fund, which supports literacy by:

- Growing our children's collection with books, technology, and more.
- Funding free programs to build a love of reading, science, and art in kids of all ages.
- Upgrading our children's areas with toys, furnishings, and technology that make the library a safe and welcoming place for everyone.

### **Donations, Sponsorship and Fundraising Policy**

For all fund development activities, BPL adheres to the [Donations, Sponsorship and Fundraising Policy](#).

All proposed fundraising activities must be approved by the Board.

## **Discussion**

BPL staff propose the Kids Learning Fund campaign become an annual campaign in November and December. This campaign is part of BPL's overall fund development plans. The following item is included as an attachment:

### **BPL Fund Development Report**

The report provides background information about BPL's existing fundraising plan, an overview of progress on 2024 goals, information about the Kids Learning Fund campaign, and proposed 2025 fund development goals.

## **Financial Considerations**

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. The campaign would provide supplemental funds to support resources and programs for children.



## Strategic Implications

The annual campaign will allow BPL to will support literacy and STEAM programming, our children's collection, and upgrades to our children's areas.

## Equity, Diversity and Inclusion Considerations

This annual campaign helps support the library's children's collection, free programs and children's area that will help enhance BPL offerings and meet the needs of the community.

## Risk Management

The campaign was successfully piloted in 2023. Approval for an annual campaign would allow BPL to support the Kids Learning Fund and enhance its programs and resources for children and families.

## Policy

- [Donations, Sponsorship and Fundraising Policy](#).

Respectfully submitted by Elise Copps, Director, Communications and Engagement



## 6. Decision Items: 6.8 New Appleby FF&E Contracts

### Recommendation

That the Burlington Public Library direct staff to execute the following agreements related to the relocation of the New Appleby branch:

1. Collections shelving and circulation desk: \$257,012 through Schoolhouse Products Inc.
2. Furniture: \$266,288 through Contemporary Office Interiors

### Purpose

To seek the Board's approval, in line with the signing authority levels in the Finance Policy, to enter the agreements as described above to fit out the New Appleby branch when it moves to the Robert Bateman Community Centre.

### Discussion

In preparation for the move of the New Appleby branch to the Bateman Community Centre, BPL staff have been working with City of Burlington (COB) and Ontario Education Collaborative Marketplace (OECM) vendors for shelving and furniture needs.

The COB furniture vendor of record is Contemporary Office Interiors (COI), which was determined through use of the City's comprehensive procurement process. COB furniture for the Bateman Community Centre is also sourced through this contract, which will help to ensure a consistent look and feel for customers from the lobby area into the library branch.

For shelving, BPL participates in an established OECM contract with Schoolhouse Products Inc. OECM is a not-for-profit collaborative sourcing partner for the education sector, broader public sector, and other not-for-profit organizations that uses a transparent and competitive approach to procurement. Participation in OECM contracts is in line with BPL's Finance Policy.



## Financial Considerations

The total FF&E budget required for the New Appleby branch is \$750,000. Items in the FF&E budget not covered in the shelving and furniture agreements discussed in this report include the following:

- IT Infrastructure
- Media Lab
- Interior Library-Specific Signage
- Children's Area and interactive elements
- Program Room furniture

The Board previously set aside \$650,000 in BPL's Capital Reserve Fund, \$25,000 is available through IT capital funding, and staff are recommending the use of \$75,000 from recently bequeathed funds as identified in the Bequests Report in this Board Package. These funding sources combine to cover the \$750,000 required to fit out the new branch.

## Strategic Implications

This initiative aligns with the current strategic plan under Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces by extending BPL's physical presence in the community with larger branch capacity in New Appleby catchment area.

## Report Author(s)

Respectfully submitted by Lita Barrie, CEO

## 8. Information Items: 8.1 CEO Report - November Update

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### Purpose

The CEO report for November 2024 summarizes key activities that support the priorities outlined in BPL’s [2021-2025 Strategic plan](#). This report covers items that are not part of the Board package.

### Enhance Community Well-being



### Burlington Literary Festival

BPL’s 4<sup>th</sup> annual [BurlLITFest](#) is well underway. This month-long celebration of all things literary features author talks with local and national literary treasures, writing workshops for adults and kids, and closes with an open mic night showcasing local talent. To date, events have been very well received, here are a few highlights from the media coverage received to date:

- Burlington Today: <https://www.burlingtontoday.com/local-news/spellbinding-speakers-literary-luminaries-library-showcases-talent-9622796>

- Local News: <https://local-news.ca/2024/10/07/booklovers-writers-get-ready-for-burrlitfest-2024/>
- CHCH: <https://www.chch.com/morning-live/celebrate-books-and-authors-for-a-whole-month-at-burrlitfest/>



## Remembrance Day

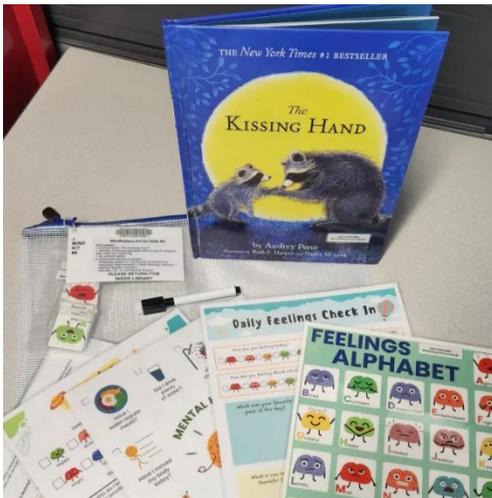
Every year on November 11<sup>th</sup>, we pause library service to hold a moment of silence. It is a time for us to participate in remembering everyone who has served throughout our nation's history, especially those who made the ultimate sacrifice. Throughout the month of November, branches have had collection displays and booklists have been posted on the BPL website to support reflection on ongoing conflicts around the world and their impact on people's lives, safety, and well-being both abroad and here at home.

## Inspire Discovery with Diverse Collections, Services and Spaces



### 2025 Reading Challenge

November 20, BPL launched an opportunity for customers to participate literary journey in 2025 with BPL's new [BPL Reading Challenge](#) program. Starting this January, we invite adult book lovers to explore an extraordinary world through literature.



### Grief & Mindfulness Kit Collection

On November 18, BPL launched a new loanable collection. Grief and Mindfulness Kits were developed in partnership with the [Reach Out Centre For Kids](#) (Rock) and [Lighthouse For Grieving Children & Families](#) for young audiences with parent resources. Materials will help support children who are experiencing grief and anxiety by exploring their feelings through literacy and short activities.

## Interlibrary Loan

November 12, the Ontario Library Service launched a new software program to support interlibrary loan lending across the province. Interlibrary Loan is temporarily unavailable due to the Canada Post strike.



## Print Management System

November 5, BPL transitioned to the Library's new [print management system](#). As part of the implementation, new photocopier-printer were installed. Each printer has a kiosk beside it where customers can easily find their print request and pay by debit or credit right at the photocopier-printer. Staff are working through the and assisting customers transition to the new system. The new will greatly improve access to wifi and remote printing.

At Central Library and New Appleby Branch, we are piloting a new scanning and faxing system, ScanEZ. At these stations, there are new options to select from over 25 languages, use a variety of accessibility tools, and edit scanned images.

## I Read Canadian Day

On November 6, BPL celebrated I Read Canadian Day. I Read Canadian Day is a national day to celebrate Canadian books for young people. The day is dedicated to 'reading Canadian' and will empower families, schools, libraries and organizations to host local activities and events.

## Polaris Update

November 26, customers will experience a minor disruption to Library catalogue and account access while BPL updates the Library's integrated library system software Polaris.

## Create a Workforce Culture Driven by our Organizational Values



### Staff Development Day

On November 4, BPL staff gathered at Central Library for Staff Development Day. The theme for this year was “Digital Equity”. The morning offered an inspiring and insightful keynote presentation with technology leader, [Avery Swartz](#), as well as an overview of how support adult learners with digital literacy skills with Chris Bint, Chief Learning Officer at [Tech Coaches](#). The day included hands-on learning experiences and table talks to gain practical skills and knowledge about digital resources and services offered at BPL. The day wrapped up with our annual Service Recognition ceremony.

### Service Recognition

As part of BPL’s Staff Development Day, we recognized our 2024 Service Milestone honourees. Twenty staff reached a milestone in 2024 and we recognized a total of 160 years of service. Congratulations to this year’s honourees!



## Great Place to Work

Since 2022, BPL has participated in the [Great Place to Work™](#) (GPTW) program. GPTW is the world's largest ongoing workplace assessment survey. For the third consecutive year, BPL has been awarded this prestigious certification as an official Great Place to Work. GPTW awards certification based on a comprehensive employee survey that considers workplace culture, job satisfaction, compensation, and managerial competencies. BPL's overall satisfaction score for 2024 is 93 per cent compared to 83 per cent in 2022 and 2023. There is a tremendous sense of pride in the work that we do and how we contribute to the community. 75 per cent of staff completed the 60-question survey.

### **Report Author**

Respectfully submitted: Lita Barrie, Chief Executive Officer



## 8. Information Items: 8.2 Fund Development Update Report

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### Purpose

To provide the Board with an update on fund development and sponsorship with at Burlington Public Library.

### Background

In 2022, BPL’s Board endorsed a Fund Development Strategy which included the creation of five funds, including the Kids Learning Fund to support and grow literacy in all its forms. This strategy also outlined priorities for fund development with a focus on sponsorship development.

For all fund development activities, BPL adheres to the [Donations, Sponsorship and Fundraising Policy](#).



## Discussion

In 2024, BPL staff focused on foundational work to establish tools and approaches to fund and sponsorship development. The attached report includes an overview of this work.

## Financial Considerations

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. The campaign would provide supplemental funds to support resources and programs for children.

As of the date of this report, total funds raised through Canada Helps were up over 65 per cent year over year from 2023. This includes individual donations made directly to the Library through an online platform. Additionally, the Library received two substantial bequests in 2024.

## Strategic Implications

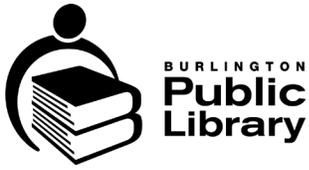
Library staff aim to balance the resources (staff time and money spent) required to fundraise and establish sponsorships with the financial benefit of those efforts. The use of funds and sponsorship must align with the Library's strategic priorities. Library staff are in the final stages of developing sponsorship guidelines to ensure any future sponsorships meet the Library's requirements.

## Equity, Diversity and Inclusion Considerations

Fundraising and sponsorship enable the Library to enhance its offerings. Library staff and the Board must ensure that funds are gathered and used with equity in mind.

## Risk Management

Library staff have focused on foundational materials and processes related to fundraising and sponsorship to ensure this work is sustainable and low risk. The forthcoming sponsorship guidelines embed risk and brand management safeguards to ensure sponsorships align with the Library's values and don't pose undue risk to BPL's reputation or operations.



## Policy

- [Donations, Sponsorship and Fundraising Policy.](#)

Respectfully submitted by Elise Copps, Director, Communications and Engagement

# 2025 Fund Development Report



# Background

In 2022, BPL's Board endorsed the creation of five funds:

- **Kids Learning Fund:** Support and grow literacy in all its forms Kids Learning Fund
- **Think Big for Burlington:** Support the advancement of BPL's Strategic Plan & Objectives
- **Preserve our History:** Support BPL's digitization and local history initiatives
- **Pay it Forward:** When you miss a due date, in place of paying a fine penalty, Pay It Forward by making a monetary gift of any size to help make the library collection bigger and better for everyone in the community.
- **Honour with Books:** Pay tribute to a friend, relative, colleague, or group on a special occasion by augmenting the library's collection.

# Background

BPL’s fundraising plan, presented in 2023, includes the following goals:

BPL Strategic Direction	BPL Strategic Goal	Fundraising focus
Inspire discovery with diverse collections, services, and spaces.	Develop audience-specific strategies to increase public access and their engagement with reading & library services. Curate diverse and inclusive collections and services	Raise funds to support digital and diverse collections or/and local history digitization projects
	Using an equity lens, create a strategic roadmap for our physical spaces and technology to support the Library’s vision as an inspiring place that sparks curiosity and discovery. Reimagined use, flexibility and design of our spaces; Makerspace	Raise funds to support and redesign existing library spaces to improve accessibility, universal design, and better meet community needs  Raise funds to expand and further integrate STEM into BPL’s Family Discovery Spaces and Kids Makerspace
	Extend our physical presence in the community. Larger branch capacity in New Appleby catchment area. Reimagined accessible and alternate service points	Raise funds to support a new branch in the southeast/ enhancements to Tansley Woods (COB planning renewal of facility with upcoming 30 <sup>th</sup> anniversary)

# 2024 Progress Update

In 2024, BPL's focus was to lay the foundation for fund development and sponsorship by developing internal tools to support this work.

<b>Initiative</b>	<b>Progress Update</b>
<b>Integrate information about BPL's existing endowment funds more seamlessly into the website.</b>	Completed: Endowment fund information included on BPL's donate webpage.
<b>Review &amp; update BPL's donor stewardship and recognition and sponsorship recognition program</b>	[To be completed by end of year] BPL is developing a sponsorship guideline that will provide a process and best practices for BPL sponsorships.
<b>Review &amp; update BPL's sponsorship templates</b>	[To be completed by end of year] BPL is updating its sponsorship templates.
<b>Integrate information about sponsorship opportunities and existing sponsors more seamlessly into BPL's website</b>	[To be completed by end of year] BPL is updating its website to include sponsorship opportunities.

# 2025 Fund Development Goals

In 2025, BPL's fund development plan will:

- Focus on legacy giving by developing communications materials and establishing connections with community members.
- Seek sponsorship opportunities to support digital literacy.
- Support children's literacy initiatives through an annual fundraising campaign (Kids Learning Fund)

# 2025 Fund Development Initiatives

Timeframe	Initiative
Spring 2025	Refresh BPL's donate webpage to make it easier to navigate.
Spring 2025	Build awareness of legacy gifts at BPL: updating the website and profile stories showing the impact of bequests (with permission) through web, social media, email and outreach. Update fundraising materials.
Summer 2025	Refresh BPL's donor recognition and communication process.
Fall 2025	Secure a sponsor to support key initiatives related to digital literacy.
Winter 2025	Implement the annual Kids Learning Fund fundraising campaign in November/December.



# 8. Information Items: 8.3 Equity, Diversity, and Inclusion Plan Progress Report

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## Purpose

To update the Library Board on the progress of BPL’s Equity, Diversity, and Inclusion (EDI) Plan and provide a summary of activities related to equity, diversity, and inclusion completed during 2023-2024.

## Background

The EDI Plan outlines areas where we want to see change, establishes a pathway to reach our ultimate goal, and defines how progress will be tracked. As a community service, inclusion is one of our core values. It is our individual and organizational responsibility to foster EDI practices, procedures, and mindsets to create and strengthen meaningful relationships and spaces where everyone can thrive, feel respected, and be treated with dignity and empathy.

## Discussion

BPL’s EDI Working Group, chaired by the Director of Service Design and Innovation and made up of library staff and management, provides critical insight and recommendations to guide the implementation of the EDI Plan. These efforts align



closely with BPL's strategic goals and demonstrate measurable progress in eliminating systemic racism and promoting equity and inclusion across the organization. A detailed summary of actions is presented in the Progress Report.

## Financial Considerations

Most of the work covered in the EDI plan is allotted within the Library's annual budget. When applicable, grant funding and donations will be explored.

## 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.

## Risk Management

The implementation of the EDI Plan provides a vital opportunity to demonstrate BPL's mission and values, reinforcing our commitment to equity, diversity, and inclusion within the community.

## Policy

The EDI Plan and progress is closely connected with the Equity, Diversity and Inclusion Policy that was approved by the Library Board in June 2022.

## Report Authors

Respectfully submitted by Elise Copps, Director Communications & Engagement and David Quezada, Manager of Equity, Diversity, and Inclusion.



# Burlington Public Library: EDI Progress Report

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## Statement of Commitment

This Equity, Diversity, and Inclusion (EDI) Plan represents our commitment to a future free from racism and discrimination. Our mission at Burlington Public Library (BPL) is to inspire imagination, collaboration, and compassion to support an informed and literate society. To achieve this mission, we must ensure everyone in our community has access to information, resources, and support—free from judgement and fear of discrimination.

In our EDI Plan, we have identified areas where we want to see change, developed a pathway to reach our ultimate goal, and determined how we will track our progress. As a community service, inclusion is one of our core values. It is our individual and organizational responsibility to foster EDI practices, procedures, and mindsets to create



and strengthen meaningful relationships and spaces where everyone can thrive, feel respected, and be treated with dignity and empathy.

## 2024 Equity, Diversity, and Inclusion (EDI) Progress Report

This report is our annual update on the actions taken to promote and foster an EDI lens throughout our organization and in our community. Additionally, it serves as a tool to document progress in the implementation of our EDI Plan.

### Canadian Centre for Diversity and Inclusion (CCDI) Partnership

In February 2024, BPL became an employer partner with the Canadian Centre for Diversity and Inclusion<sup>1</sup> (CCDI), a national charity established in 2013 with a mission to build a more inclusive Canada. By joining CCDI as an employer partner, BPL became one of over 700 organizations across Canada dedicated to building strong and healthy workplaces, schools, and communities using CCDI's tools and resources. Our core EDI training is based on CCDI's Knowledge Repository, which we access through our employer partnership.

### Inclusion Research

This year, BPL collaborated with Brock University on research about Inclusion and Inclusive Communities in Canada. The study, led by Professor Asma Zafar and Professor Natalia Mityushina from the Goodman School of Business at Brock University, focused on observations in two branches and interviews with members of BPL's EDI Working Group. This research is ongoing and aims to provide:

- a deeper understanding of what inclusion means and looks like at Canadian public libraries
- insights and information about the challenges related to the development and promotion of inclusion in library spaces
- information about managing emerging tensions around inclusion in public libraries
- best practices that public libraries could apply to become more inclusive spaces

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<sup>1</sup> <https://ccdi.ca/>



## Policy Revision

In 2024, BPL introduced significant updates to key policies that align with the goals of our EDI plan, focusing on internal culture, customer service, and community engagement. The key policy updates include:

- Collection Development Policy: revisions to strengthening our commitment to equity and reconciliation, intellectual freedom, and human rights
- Customer Experience Standards: documenting BPL's commitment to EDI and accessibility with expectations for mutual respect
- Human Rights and Respectful Workplace Policy: revisions to enable clear understanding and consistent implementation of BPL's commitment to inclusion and a safe and respectful workplace
- Intellectual Freedom Policy: scope expanded to apply intellectual freedom principles to library services beyond the collection.

## Inclusive Language

Human Resources has implemented updates to its processes and tools to include multiple options for gender identity and pronoun selection in its human capital management system.

Internal and external documents and communication channels have been reviewed and revised to use more inclusive language related to gender, ability, and other attributes. This is a continuous process and EDI considerations are prioritized whenever a document is up for review.

## Land Acknowledgement Procedure

BPL is currently reviewing its Land Acknowledgement procedure, with a strong focus on active reconciliation and thoughtful intent. As a connector, the Library has a unique responsibility to facilitate understanding and dialogue between Indigenous and non-Indigenous communities, and the refreshed procedure will enable the Library to offer Land Acknowledgments in better alignment with that role.



## Collection Diversity

In 2024, BPL initiated an audit of the children's picture book collection, guided by a newly developed framework. This framework considers accessibility and representation across diverse voices and experiences. Some of the audit elements include:

- Neurodiversity and Disabilities
- Immigrant or Refugee Narratives
- Mental Health and Physical Health
- Discrimination Narratives

By evaluating the collection against these criteria, BPL is enabling children with different backgrounds and abilities can see themselves reflected in the library's materials.

EDI considerations have also been embedded in the collection development process through automatic release plans, expanded magazine selection, additional language collections, and responsiveness to purchase suggestions from members of the community.

Cataloguing practices have been updated to decolonize subject headings to be more culturally appropriate, particularly related to Indigenous peoples. Bibliographic tagging using MARC record metadata is being continuously improved to improve accuracy and discoverability of culturally diverse items within the collection. Multilingual collections were reviewed and relocated to branches based on hyper-local trends in language-specific borrowing data.

## Customer Satisfaction Survey

The 2024 Customer Satisfaction Survey provided important insights into how BPL can improve diversity and inclusion across its services. We added a new demographics section and included questions about residence status in Burlington, ethnic background, gender identity, and income. Survey data was reported to the BPL Board in September 2024. It will be used to track progress in performance on some key indicators under the EDI Plan, and to identify trends in Library use among various audiences.

The demographic data provides a valuable roadmap for future improvements and helps guide the Library's efforts to meet the diverse needs of all customers.



## Training

In 2024, BPL reinforced its commitment to creating a culturally competent, respectful, and inclusive environment by offering a range of trainings and conversation sessions focused on EDI. Topics included foundational EDI concepts, practical communication strategies, and tools for recognizing and addressing bias. Below are the key training programs provided this year:

- Brant Hills Branch conversation sessions on serving diverse community members: Location-specific sessions designed to enhance staff's ability to serve a diverse community, with reflection and strategies for addressing cultural and accessibility needs
- Intellectual Freedom Training: Focused on upholding the Library's commitment to the open exchange of information and how this impacts customer service and daily interactions
- EDI Training: This core training for all staff introduces the foundational concepts of EDI, unconscious bias, and inclusive language. This training is expected to be completed by November 2024 and will become part of BPL's onboarding training for new staff.

## BPL EDI Plan

The purpose of BPL's EDI plan is to outline our institutional and individual pathways to foster EDI practices, procedures, and mindsets so everyone can thrive, feel respected, and be treated with dignity and empathy.

The EDI Plan documents target outcomes we want to achieve, short and mid-term indicators that will signal achievement of these outcomes, and short and mid-term actions we will take to accomplish the change we want to see.

## EDI Plan Actions

Each of our actions supports specific indicators. They were developed to provide tangible ways to positively influence the change we want to see in the organization. This is not a definitive list and leaves room for flexibility to achieve change, especially when completed actions are not resulting in the desired improvements in the indicators. This list is based on suggested actions included in the Anti-Racism Action Plan.

## Short-term Actions

### COMPLETED

- Train staff in core Equity, Diversity, and Inclusion concepts and practices
  - BPL EDI Training launched to all staff, added to onboarding training
  - Staff development training on accessible formats and services, assistive devices

### IN PROGRESS/ONGOING

- Host peer to peer chats periodically to build organizational trust aligned with significant dates calendar
  - EDI Working Group
  - EDI Training peer discussions
- Expand diversity of applicant pool in recruitment process (targeted approach and focus on lived experiences)
  - Implemented accessible recruitment practices including accommodations in the application, interview, and job testing
  - Application asks candidates to self-identify if they are part of a designated group: Black, Indigenous, People of Colour (BIPOC), members of equity-deserving group or Underrepresented Groups (URGs), individuals with disabilities, and members of the 2SLGBTQIA+ community.
- Create organizational tool to highlight and share EDI efforts
  - Quarterly staff news posts commencing 2025
- Develop a plan for outreach efforts and identify specific underrepresented and equity-deserving groups and organizations in Burlington
  - Collaboration & Outreach Strategy
  - Halton Equity and Diversity Roundtable (HEDR) regional initiative and City of Burlington Inclusivity Advisory Committee participation
  - Service Drop-in Collaborations with community organizations in key areas including: newcomers, housing, employment, legal services, family and child support
- Incorporate EDI elements in programs (Different formats, sign language, different languages, etc.)
  - Program accommodation process developed and implemented
  - Program Accessibility Standards nearing implementation
  - Land Acknowledgement procedure under review

- Storytime, STEAM, and children’s book club templates and materials updated to reflect diverse stories and experiences within our community

#### TO BEGIN

- Work closely with groups and organizations to promote/facilitate programs, ensuring that they are accessible and welcoming to all members of the community
- EDI report (Divided by department: HR, Collections, Programs, CE, etc.)

#### Medium-term Actions

#### IN PROGRESS/ONGOING

- Develop a system for collecting and analyzing demographic data
  - Customer Satisfaction Survey demographic section
- Foster open communication throughout the organization
  - Respectful Workplace Training in progress
- Ensure targeted programming to underrepresented/equity-deserving groups in Burlington
  - Significant Dates framework
- Work closely with underrepresented and equity-deserving groups and organizations to provide feedback on programs, to gain a better understanding of specific needs and how the library can best serve them
  - Consultation Framework in development

## Conclusion

Burlington Public Library remains committed to the ultimate goal outlined in our EDI Plan: **to take action to eliminate systemic racism within BPL and promote equity and inclusion across BPL and with our customers.**

While we have made progress towards some of our short and mid-term actions, we evidently have a great deal more to do. Having established benchmark data for the majority of our EDI Plan indicators, we will begin identifying target scores for each indicator and prioritizing the areas where we have the greatest opportunity to improve.

The EDI plan will continue to guide BPL’s efforts in 2025 as we work toward creating a library that supports the full diversity of Burlington’s community. Priorities for the year ahead include strengthening relationships with community groups and organizations



where diverse voices are represented, implementing EDI improvements in programming and customer experience through revised strategies and staff training, and refining our approach to staff and community engagement to enable meaningful input about how the Library can foster equity and inclusion.

Respectfully submitted to the board by Elise Copps, Director Communications & Engagement. Report prepared by David Quezada, Manager of Equity, Diversity, and Inclusion.



## 8. Information Items: 8.4 Multi-Year Accessibility Plan Progress Report

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### Purpose

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), S.O. 2005, c. 11, O. Reg 429/7: Accessibility Standards for Customer Service, and in compliance with O. Reg. 191/11: Integrated Accessibility Standards (IASR), s. 4. (1), public sector organizations must “establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation” and “review and update the accessibility plan at least once every five years.”

In October 2022, the Burlington Public Library Board approved BPL’s Multi-Year Accessibility Plan (MYAP) 2022-2025. The MYAP is reviewed annually to ensure compliance and continued relevance. This report summarizes activities related to accessibility during the reporting period, October 2023 through October 2024.

### Background and Discussion

BPL is committed to providing and supporting equitable access to library resources, programs and services. By developing multi-leveled accessibility initiatives, library staff aim to reach the following goals:



- Ensuring compliance with AODA, Accessibility Standards for Customer Service, and the IASR.
- Developing, reviewing, and implementing organizational-wide policies, standards, processes, plans, and training that will proactively seek to increase accessibility.
- Identifying, removing, and preventing systemic, social, communicational, and physical barriers to inclusion of persons with disabilities.

BPL’s Accessibility Advisory Committee, chaired by the EDI Manager and made up of library staff, review, advise, and guide the MYAP process and accessibility-related activities. The approved MYAP is posted on the library website, along with the current compliance report for 2023.

## Financial Considerations

While much of the work covered by the MYAP is allotted within the Library’s annual budget, some funding is received through grants or donations.

## Strategic Implications

BPL’s MYAP aligns with the strategic plan and is guided by BPL’s values. It clearly seeks to “inspire discovery with diverse collections, services, and spaces” by “using an equity lens to create a strategic roadmap for our physical spaces” and outlining a plan to provide access to “diverse and inclusive collections and services”.

## Equity, Diversity & Inclusion Considerations

BPL’s Accessibility Coordinator is the Manager of Equity, Diversity and Inclusion. This intentional alignment is reflected in the MYAP as a document that not only strives to meet AODA standards but supports BPL’s commitment to removing barriers in all our areas of service, programs, digital and physical spaces, and employment practices.

## Risk Management

As outlined in the IASR, O. Reg. 191/11 s. 83 (1), failure to comply with the AODA or IASR may result in an administrative monetary penalty being ordered to the maximum of \$100,000, in the case of a corporation, and \$50,000, in the case of an individual.



## Policy

The MYAP is closely connected with the Accessibility Policy that most recently reviewed and approved by the Library Board in November 2022.

Respectfully submitted by Elise Copps, Director Communications & Engagement and David Quezada, Manager of Equity, Diversity, and Inclusion.



# Burlington Public Library: Accessibility Progress Report

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## Statement of Commitment

Burlington Public Library (BPL) remains committed to ensuring equitable access to library resources, programs, and services for all community members, including persons living with disabilities. Our commitment is rooted in the principles of Accessibility<sup>1</sup> and is guided by the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR), and Accessibility Standards for Customer Service. This report outlines the progress we have made in the

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<sup>1</sup> and for extension to the principles of Equity, Diversity, and Inclusion.



implementation of our Multi-Year Accessibility Plan (MYAP), our ongoing efforts to remove barriers, and our plans for further advancements in 2025.

## 2024 Accessibility Progress Report

This report is our annual update on the actions taken to enhance accessibility at BPL and to provide an account of the progress achieved in the implementation of the initiatives introduced in our Multi-year Accessibility Plan (MYAP).

### Collection Development Policy

In 2024, BPL introduced an important update to its Collection Development Policy<sup>2</sup>. This revision emphasizes the Library's commitment to accessible content and ensures that accessibility factors are prioritized when acquiring new materials. By broadening the scope of collection development to consider the needs of diverse customers, including those living with a disability, we are fostering a more inclusive and supportive environment for all. This also reflects our ongoing commitment to curating a diverse, accessible, and inclusive collection.

### BPL Accessibility Principles and Standards

To facilitate the consistent application of accessibility standards at BPL, we have developed a set of core accessibility BPL Accessibility Principles to guide decision making and customer service. These principles are complemented by two new documents as well as phased updates to existing procedures to better align with our principles. All are rooted in universal design principles.

- Facility Accessibility Standards: a set of standards BPL will meet when building, renovating, and maintaining its physical spaces. This includes minimum accessibility standards for wayfinding, entrances, furnishings. These standards will lay the groundwork for pursuing Rick Hansen Facility Accessibility Certification across BPL, beginning in 2025.

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<sup>2</sup> "Format of material, accessibility considerations, technical quality, and/or effectiveness of medium to content."



- Program Accessibility Standards: a set of standards BPL will meet when planning and delivering programs to ensure people with varying abilities can find suitable opportunities for connection and learning at the Library and can fully participate in those experiences. This builds on the step we took in 2023, to introduce a new process to capture and meet accommodation needs for program participants.

These documents are in the final stages of review. Changes will be introduced in Q1 2025 to comply with the new standards including:

- Accessibility inventory of furniture, equipment, and fixtures at branches
- Routine testing of accessibility features at branches
- Improved audiovisual equipment and standardized use of amplification during programs
- Review of external presenters' materials and presentations for readability

## 2023 Staff Development Day

Last year's Staff Development Day focused on Accessibility and Libraries. This training day featured a keynote speaker, an informative session about AODA and libraries, and interactive practice and learning for staff. The goal was to highlight BPL's accessibility initiatives and ensure that our staff are well-prepared to meet the diverse needs of our community. Here are the key topics covered:

- Keynote speaker: Spencer West delivered an inspiring and engaging presentation on lived experience, overcoming obstacles, and effective strategies for interacting with customers living with disabilities.
- AODA, libraries, and BPL's accessibility journey: Staff learned about the AODA's relevance to libraries, BPL's accessibility journey, and the concrete organizational actions taken to enhance accessibility. These actions include adopting a universal design mindset, using inclusive language and communications, incorporating accessible templates in all BPL documents, and implementing a new accommodation process for programs.
- Hands-on learning: The day concluded with practical, hands-on learning experiences, allowing staff to explore and practice using accessible devices and features available at BPL.

Overall, the day was transformative, further embedding accessibility into the Library's daily operations and interactions.



## Collection Audit

In 2024, BPL initiated an audit of the children’s picture book collection, guided by a newly developed framework. This framework considers accessibility and representation across diverse voices and experiences. Some of the audit elements include:

- Neurodiversity and Disabilities
- Immigrant or Refugee Narratives
- Mental Health and Physical Health
- Discrimination Narratives

By evaluating the collection against these criteria, BPL is enabling children with different backgrounds and abilities can see themselves reflected in the library’s materials.

## Training

Under the scope of our Accessibility Policy, the Human Resources department has developed ongoing training, based on the requirements of the IASR, for all employees, volunteers, and individuals involved in providing library services or contributing to the development and approval of customer service policies, practices, and procedures. Here is a comprehensive list of the relevant training currently available at BPL:

- IASR: Information and Communications Standards and Employment Standards Training
- AODA Customer Service Standards Training
- Understanding Human Rights Training (AODA edition)
- Customer Service Excellence Training

Training is provided to new hires as part of the onboarding process. Staff are trained through an online module using CitationHub. Any updates in training are provided to all staff through CitationHub which currently acts as our platform for record keeping.

Through our Collaboration & Outreach Strategy, we are also enhancing our standards for confirming that external presenters and facilitators have completed basic AODA Customer Service Standards Training prior to interacting with customers at BPL.

## Multi-Year Accessibility Plan

The general purpose of BPL's MYAP is to outline our institutional pathway for removing barriers and ensuring full participation of our customers and employees in our areas of service, programs, digital and physical spaces, and employment practices. The MYAP includes specific priorities, actions, and outcomes for our Information and Communications, Customer Services, Employment, and Built Environment and Public Spaces Standards.

### MYAP Actions

#### Information and Communications Standards

**MYAP actions for Information and Communication Standards are 88 per cent complete.**

##### COMPLETED

- Accessible website: Update all headings to appropriate case settings. Update contrast where necessary and add Alternative text to images where necessary
- Accessibility guidelines: Review/support other departments' accessibility plans if communication tools are included
- Accessible formats and communication support: Accessible-friendly templates where appropriate for newly created documents
- Accessibility guidelines: Create procedural standards for main digital and print communication touchpoints, such as closed captioning standards on videos, social media image content, and poster design process
- Accessibility guidelines: Solidify web accessibility standards using SiteImprove as our compliance tool

##### IN PROGRESS/PENDING

- Accessible formats and communication support: Facilitate user testing of web, social media, other marketing platforms, and key documents
  - project scope has expanded to include development of a consultation framework to facilitate user testing and feedback that can be applied to communication and marketing tools as well as other Library services.

#### Customer Service Standards

**MYAP actions for Customer Service Standards will be 72 per cent complete by end of 2024.**

**COMPLETED**

- Customer service: Establish system signage to communicate that service animals and support persons are welcome in the Library and to provide clear information about accessibility devices available per location
- Customer service: Offer regular public tours highlighting accessible services and equipment
- Accessibility guidelines: Develop orientation to the library's website using the accessibility tool ReachDeck

**IN PROGRESS/PENDING**

- Customer service: Review current customer experience standards, update standards of accessibility and modify any policy or procedures accordingly
  - BPL Accessibility Principles complete
  - Program Accessibility Standards and Facility Accessibility Standards to be implemented in 2025
  - Customer Experience procedures updated to reflect BPL Accessibility Principles as needed
- Accessibility guidelines: Audit our programs/events and ensure that they are structured to allow for the participation of persons with disabilities based on Universal Design standards
  - Program Accessibility Standards and Checklist
- Competency: Train staff on how to communicate with people with disabilities using inclusive language and cultural sensitivity, how to recognize when someone is having difficulties with our systems/processes, and how to provide appropriate assistance
  - EDI training
  - Refresher Accessibility Training<sup>3</sup>
- Competency: Train program developers on library programming with accessible/universal design approaches and best practices

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<sup>3</sup> An AODA and IASR based training will be provided through Human Resources. BPL is taking a proactive approach to stay current with best practices and changes in regulations and legislation.

- Accessibility Training for programmers
- Collections: Audit and review accessible collections and develop strategies to bring awareness, increase use, remain current with emerging formats
- Collections: Develop materials and provide orientation to accessible collections and kits as part of community outreach

## Employment Standards

**MYAP actions for Employment standards are 83 per cent complete.**

### COMPLETED

- Recruitment: Job postings and recruitment correspondence include a statement for candidates to reach out to Human Resources if they require an accommodation for recruitment, interview and, when required, pre-employment testing processes
- Recruitment: All job offers include a statement regarding accessibility. If accommodation is required, BPL will work with the employee to meet their needs in accordance with our policy
- Recruitment: As a part of a broader commitment to equity, diversity, inclusion, and anti-racism (EDI +A), demographic data is asked at the application stage to ensure that our candidate pool reflects the community
- Accommodation: Review and update the accommodation process, including developing and documenting Individual Accommodation Plans (IAP). Create a secure communication channel, application forms and FAQ documents to accompany accommodation requests
- Accommodation: Review and update BPL's return to work process when a disability related absence is not covered under the WSIB process
- Training: All BPL employees are required to complete AODA training as part of their orientation with completion records maintained by Human Resources
- Accessible documents: Create accessible templates for job postings and relevant Human Resources documentation

### IN PROGRESS/PENDING

- Accommodation: Provide information on BPL's workplace accommodation policies and process during orientation, including an Accommodation Toolkit to be used by staff and management

- Safety: Review current staff needs around individualized emergency response plans (complete). Develop and establish a process for staff to submit requests for an individualized emergency response plan (pending). Develop guidelines for managers/supervisors (complete).
- Training: Establish a process for refresher training for existing training requirements and incorporate additional training with an accessibility and EDI approach lens in collaboration with Accessibility Coordinator
  - Refresher Accessibility Training<sup>4</sup>

## Built Environment and Public Spaces Standards

**MYAP actions for Facilities standards will be 85 per cent complete by the end of 2024.**

### COMPLETED

- Appropriate placement and maintenance of trash cans to avoid blocking accessible operator buttons in branches (ongoing)
  - Expanded to include placement and maintenance of furnishings, fixtures, assistive devices, and equipment under BPL Facility Accessibility Standards
- Relocate charging station at Alton branch
- Installation of Accessible Door Operators at branches (17 doors in total)
- Install Graded Path through Reading Garden and Accessible Door Operator to improve egress on 2nd floor at Central branch
- Facilities Accessibility Audit using Rick Hansen Foundation Accessibility Criteria (RHFAC) rating at all BPL branches

### IN PROGRESS/PENDING

- Accessible furniture at all BPL branches and assistive devices (ongoing)
  - Inventory of accessible furnishings and devices in progress
- Improve height and opening for external book drops and look for possibilities in conjunction with removal of hydraulic book drops at all BPL branches

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<sup>4</sup> This action is also mentioned in the Customer Service section of the MYAP.

- Establish procedures for the ongoing maintenance of the accessibility elements of the library's branches and public spaces<sup>5</sup>
- Wayfinding & Signage update at Central branch. It will be replicated at other branches as appropriate
- Washroom and Service Counter Upgrades at Brant Hills Branch

#### DEFERRED

- Add accessible operator to staff entrance at New Appleby Branch (New Appleby Branch relocation in 2025)
- Install Chair Lift in NW emergency exit to service 2nd & 3rd floor at Central Branch (Change in priorities)
- Baffles in Centennial Hall to improve sound/echo at Central Branch (Change in priorities)
- Explore Accessible Parking options adjacent to BPL entrance at Aldershot branch<sup>6</sup>

## 2024 Customer Satisfaction Survey & Accessibility

This year's customer satisfaction survey provided important insights into how BPL can improve accessibility across its services. The newly added demographics section included a question about disability. To the question, "Do you live with a disability (physical or mental) or a chronic illness that limits your activity (or care for someone who does)?":

- 19.86 per cent of respondents said yes
- 76.75 per cent of respondents said no
- 3.38 per cent of respondents said they prefer not to answer

The survey also provided an opportunity for respondents to share open-ended comments regarding how BPL can improve. Recurring themes related to accessibility included concerns about the height and placement of books on lower shelves, and challenges accessing or navigating library branches due to mobility issues.

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<sup>5</sup> BPL Facility Accessibility Standards

<sup>6</sup> Pending discussion with building owner, mitigation procedure could be included in future Facilities/Aldershot branch procedure



These responses provide a valuable roadmap for future improvements and help guide the Library's efforts to meet the diverse needs of all customers, particularly as we prioritize improvements to facility accessibility standards.

## Conclusion

Burlington Public Library remains dedicated to fostering an inclusive culture in all our areas of service, programs, digital and physical spaces, and employment practices. While BPL has made considerable progress in implementing its Multi-Year Accessibility Plan, a few projects from the MYAP have experienced delays. These delays are due to several factors, including staff turnover, budget limitations, and increased project scope for complex actions. Projects related to facilities have been affected by funding challenges, as several other critical infrastructure upgrades required significant financial investment. Despite these challenges, BPL remains committed to advancing these initiatives and ensuring that the necessary resources are allocated to complete them in a timely and efficient manner.

In 2025, BPL will transition into the implementation phase of several actions, putting newly developed standards into practice. As BPL's current MYAP spans 2022-2025, we will also begin developing an updated MYAP to take effect in 2026. We will continue to prioritize a universal design mindset and pursue collaboration and community feedback to ensure the Library remains a welcoming and inclusive space for all.

Respectfully submitted to the board by Elise Copps, Director of Communications & Engagement. Report prepared by David Quezada, Manager of Equity, Diversity, and Inclusion.



## 8.Information Items: 8.5 BPL 2025-2026 Sustainability Plan Report

### Purpose

To share BPL's 2025-2026 Sustainability Plan with the Library Board.

### Background

In 2019, City of Burlington (COB) declared a climate emergency and in 2020 developed a Climate Action Plan with a target to become a net carbon zero community by 2050.

The 2021-2025 Strategic Plan for Burlington Public Library (BPL) identifies an opportunity to enhance community well-being by mapping pathways to carbon neutrality and development of a plan to reduce BPL's carbon footprint.

In November 2022, staff provided a report to the Board with an update on environmental initiatives in line with the 2021-2025 Strategic Plan, and to generally discuss a more holistic approach to sustainability using a reporting framework such as ESG (environmental, social and governance), or something similar.

### Discussion

BPL staff continue to implement initiatives to reduce environmental impact. However, staff recognize that BPL lacks the capacity and access to the resources for these decisions to be based on data tracking and analysis to understand the impact in terms of carbon footprint reduction and to help inform future investments in carbon reduction.

BPL 2025-2026 Sustainability Plan focuses on building organization and individual capacity, leveraging existing initiatives and projects within the Library's scope of control. Through these next two years, the goal is to build internal capacity to understand the current state of BPL's carbon output and develop appropriate targets/KPIs to report progress. Concurrently, we see expect growth in capacity within the library sector to support this work.



## Financial Considerations

A move towards carbon neutrality can often require significant upfront capital investment. While there are typically operating cost savings to offset the investments, the payback period can vary greatly from a couple years to many decades. Given BPL's budget constraints and core business needs, it will be important for investments to be prioritized carefully. The implementation of an effective reporting and benchmarking process can help ensure that decisions are based on data using cost/benefit and payback period analysis.

## Strategic Implications

This work aligns with the first strategic goal: Enhance community well-being:

- Enable the Library to make informed and data driven customer services and budgetary decisions.
- Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint through efficiency of operating systems such as lighting & temperature controls and the reduction of waste.

## Equity, Diversity & Inclusion Considerations

BPL's Sustainability plan includes a focus on Climate Equity. By implementing this plan and increase awareness and understanding, BPL will increase capacity to action a reduction to BPL's carbon footprint, and possible expansion to a more holistic reporting framework with an ESG lens.

## Risk Management

It is important to understand current state, grow internal capacity in order to develop a multi-year plan to reduce BPL's carbon footprint in alignment with budgeting over the next several years. Proactively engaging in this work will also set BPL up for success should there ever be legislation or audit standards that require BPL to report more broadly on sustainability in the future.

## Report Authors

Respectfully submitted: Lita Barrie, CEO & Nicole Tewkesbury, Director, Finance & Infrastructure



# 2025-2026 BPL Sustainability Plan

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## Introduction

Sustainability and climate action are core to BPL's vision of an engaged and sustainable community advanced by curiosity and discovery. Our commitment extends beyond institutional goals to contribute to individual and collective wellbeing, and to advance a more just and sustainable world.

As a public library, we recognize our unique role in sustainability. The 2025-2026 Sustainability Plan focuses on creating opportunities for customers and staff to learn about climate action by:

- Providing access to sustainability information and resources
- Building community awareness and resilience
- Developing strategies to address environmental challenges

Our plan is structured around three interconnected priorities aligned with the British Columbia Library Association and American Library Association frameworks and informed by the City of Burlington's Climate Action Plan:

- Climate Change Mitigation
  - Reducing and eliminating greenhouse gas emissions
  - Minimizing pollution, resource use, and waste
- Community Adaptation
  - Supporting community resilience
  - Addressing climate risks and impacts
  - Planning for future challenges
- Climate Equity
  - Ensuring climate actions are grounded in equity
  - Responding to community needs
  - Promoting inclusive solutions

## Background

BPL's 2021-2025 Strategic Plan prioritizes sustainability, specifically targeting **Strategic Priority 1: Enhance community wellbeing**. This includes mapping pathways to carbon neutrality by improving operational efficiency—focusing on systems like lighting and temperature controls and reducing waste.

Climate change is a complex, systemic issue that intersects environmental, economic, social, and equity concerns. It requires holistic solutions that consider the interconnectedness of our everyday decisions.

Defined by the Government of Canada (2024), climate change represents a long-term shift in weather conditions, characterized by changing averages and increasing extreme events. Historically stable temperature, weather, and wind patterns are transforming, manifesting in increasingly visible and devastating events like heatwaves, droughts, wildfires, and floods.

These environmental changes have profound implications for human health and infrastructure, necessitating proactive preparation and adaptation across Canada (Government of Canada, 2023).

In 2022, BPL began exploring Environmental, Social, and Governance (ESG) reporting. ESG reporting encompasses three key pillars:



- Environmental: Carbon emissions and climate change
- Social: Labor relations, diversity, and community relationships
- Governance: Internal controls, decision-making, legal compliance, and risk management

At this time, BPL and the library sector more broadly lack the capacity for comprehensive environmental reporting. BPL's 2025-2026 sustainability focus will be to increase knowledge, build awareness, and develop the data access and infrastructure needed for future meaningful ESG reporting.

## Frameworks

To advance this work, BPL will be leveraging three key frameworks to guide planning for sustainability and climate action:

- The United Nations Sustainable Development Goals
- Triple Bottom Line
- Canada's National Adaptation Strategy

### UN 2030 Agenda for Sustainable Development

The United Nations' 2030 Agenda for Sustainable Development, established in 2015, presents 17 Sustainable Development Goals (SDGs) that outline a shared vision for global sustainability (United Nations, 2024). These goals represent a universal call to action to end poverty, protect the planet, and ensure peace and prosperity for all.

The SDGs are inherently interconnected, recognizing that progress in one area often requires addressing challenges in others. While not legally binding, governments are expected to develop national frameworks to achieve these goals, supported by ongoing monitoring and reporting processes.

The Government of Canada has committed to these goals, and libraries play a vital role in advancing them. The Canadian Federation of Library Associations recognizes libraries as powerful agents of sustainable development through:

- Building literacy and providing equitable learning opportunities
- Fostering civic engagement
- Supporting employment and settlement services
- Creating social infrastructure and community development

Libraries worldwide contribute to the SDGs by:

- Offering free access to information and resources
- Providing safe, welcoming community spaces
- Supporting digital inclusion through technology access and skills development
- Promoting innovation and creativity
- Preserving knowledge for current and future generations
- Delivering services through staff who understand local needs



**SUSTAINABLE  
DEVELOPMENT GOALS**



### Triple Bottom Line

The American Library Association and the Sustainable Libraries Initiative use the "triple bottom line" framework to define sustainability through three interconnected elements, to help empower organizations and individuals in decision:

- Environmental stewardship
- Social equity
- Economic feasibility

This framework provides a practical approach for evaluating sustainability in libraries of all sizes. It can be applied to both day-to-day decisions and long-term planning, helping assess the sustainability of organizations, products, and communities.



*Image source: Sustainable Libraries Initiative*

## Canada's National Adaptation Strategy

In 2023, the Government of Canada introduced the National Adaptation Strategy, endorsed by all provinces and territories. The Strategy guides Canadian communities and institutions in adapting to climate change while maintaining quality of life and safety (Government of Canada, 2023a).

The Strategy identifies knowledge as one of three fundamental pillars for successful climate adaptation. Libraries play a crucial role by:

- Building awareness of climate risks and vulnerabilities
- Making climate information accessible and understandable
- Supporting informed decision-making for climate preparedness
- Preserving and providing access to cultural knowledge and practices
- Protecting communities facing elevated climate risks
- Facilitating access to accurate climate science
- Countering misinformation
- Supporting First Nations, Inuit, and Métis research protocols and data sovereignty

## 2025–2026 Sustainability Plan

BPL's plan is divided into three interconnected parts that reflect our path to sustainability:

- Climate Change Mitigation



- Community Adaptation and Preparation
- Climate Equity

For each part, we've defined BPL's long-term goal, our key objectives and the future actions we are committing to over the course of this plan.

## Climate Change Mitigation

BPL aligns with the City of Burlington's Climate Action Plan and national policymakers in recognizing the urgent need to reduce greenhouse gas emissions to prevent catastrophic climate impacts. Following global targets, BPL's long-term mitigation strategy aims to:

- Achieve net-zero greenhouse gas emissions by 2050

This commitment reflects the library sector's responsibility to contribute to global climate action through measurable, science-based targets.

BPL's key objectives for climate change mitigation:

- Reducing and eliminating greenhouse gas emissions
- Minimizing pollution, resource use, and waste

### Future Actions

- Implementing lifecycle replacement of HVAC at Central with expectations for improved efficiency (Q4 2025)
- Installing life cycle replacement of roof at Central with increased insulation (Q4 2025)
- Implementing lifecycle replacement of HVAC at Brant Hills with expectations for improved efficiency (Q3 2025)
- Installing life cycle replacement of roof at Brant Hills with increased insulation (Q3 2025)
- Develop a waste reduction plan (Q2 2025)
- Create a dashboard to benchmark and track BPL greenhouse gas emissions and climate initiatives (Q4 2026)

## Climate Change Adaptation

BPL plays a vital role in individual adaptation and building community resilience to climate change. As second responders, BPL enhances our community's ability to thrive in the face of climate challenges through:

- Resource Sharing

- Advancing the circular economy through lending of collections and digital resources
- Promoting food security through seed libraries and community collaborations
- Facilitating community access to sustainable resources
- Operational Resilience
  - Prioritizing energy efficiency and renewable energy
  - Implementing green cleaning and recycling programs
  - Improving indoor air quality and green spaces
  - Supporting staff wellbeing
- Emergency Response
  - Serving as warming and cooling centers during extreme weather events
  - Providing critical information about shelter and recovery resources
  - Supporting community needs during severe weather events

BPL's key objectives for climate change adaptation:

- Supporting community resilience
- Addressing climate risks and impacts
- Planning for future challenges

## Future Actions

- Add a sustainability section to the Board Report template (Q1 2025)
- Distribute CFLA Climate Action Brief with Staff and Board (Q2 2025)
- Develop a staff skills training program that addresses initial onboarding and ongoing development (Q4 2025)
- Explore options for service continuity in the rest of the city during power outages and emergency weather events. (Q4 2026)

## Climate Equity

BPL recognizes that climate justice is inseparable from human rights and community wellbeing. Our climate equity goal focuses on:

- Education and Awareness
  - Providing educational resources
  - Deepening understanding of climate impacts on diverse communities
  - Building empathy and respect
  - Supporting the UN's Sustainable Development Goals



- Community Collaboration
  - Collaborating with local climate organizations
  - Amplifying community voices and experiences
  - Creating inclusive spaces for dialogue
  - Fostering holistic approaches to sustainability

This commitment ensures our climate initiatives promote equitable outcomes and address the needs of all community members, particularly those most affected by climate change

BPL's key objectives for climate change adaptation:

- Ensuring climate actions are grounded in equity
- Responding to community needs
- Promoting inclusive solutions

## Future Actions

- Develop a staff skills training program that addresses initial onboarding and ongoing develop (Q4 2025)
- Explore opportunities to integrate SDGs into BPL's commitment to wellbeing (Q4 2025)

## Our Journey

As guided by BPL's 2021-2025 Strategic Plan priority to enhance community well-being by mapping pathways to carbon neutrality and development of a plan to reduce BPL's carbon footprint. Over the past several years, BPL has implemented the following initiatives to improve environmental impact:

- Multiple LED lighting retrofit projects
- Ongoing review and revision to BAS settings to maximize energy savings through lighting and temperature controls
- Reduced delivery of office supplies to once per month rather than multiple times per week
- Implementation of collaborative software reducing need for printed documents and travel between BPL locations for meetings
- On-going work from home policy implemented

- Use of eco-friendly cleaning products purchased as concentrated solutions to reduce packaging and use of washable/reusable cleaning cloths
- Waste diversion through resale and recycling of IT equipment, discarded collection items and scrap metal (for proceeds), and donation of used furniture
- Completion of air balancing project at Central to improve efficiency of HVAC•
- Completed a study of purchasing patterns for facility supplies to reduce frequency of deliveries and variation in products
- Replace the BPL delivery vehicle for BPL with carbon footprint as a key consideration
- Participated in the COB's the deep energy audit for the Brant Hills facility, which aims to provide a plan to for an 80% carbon reduction.

## Conclusion

BPL's 2025-2026 Sustainability Plan is focused on building awareness and capacity. Over the course of this plan, we will strive to work with our library and municipal partners. While BPL has taken steps to reduce our environmental impact, we recognize the need for a data-driven approach to measuring and reducing our carbon footprint. Moving forward, our sustainability plan will focus on:

- Building organizational capacity for sustainability initiatives
- Developing clear targets and key performance indicators
- Using existing data to inform decisions

This reasonable, iterative approach will ensure our environmental initiatives are meaningful, measurable, and aligned with evolving best practices in the library sector.

## Resources

British Columbia Library Association (2023) Climate Action Statement  
<https://bclaconnect.ca/priorities/climate-action/bcla-climate-action-statement-essential-climate-justice-responsibilities-in-the-library-sector/>

City of Burlington (2020) Climate Action Plan  
<https://www.getinvolvedburlington.ca/climate-action-plan>

Government of Canada – National Adaptation Strategy



<https://www.canada.ca/en/services/environment/weather/climatechange/climate-plan/national-adaptation-strategy/full-strategy.html>

Government of Canada – Sustainable Development Goals

<https://www.canada.ca/en/employment-social-development/programs/agenda-2030.html>

International Federation of Library Associations (IFLA) (2018) Libraries and Sustainable Development Goals

<https://www-ifla-org.webpkgcache.com/doc/-/s/www.ifla.org/files/assets/hq/topics/libraries-development/documents/sdg-storytelling-manual.pdf>

Sustainable Libraries Initiative & American Library Association (2024) National Climate Action Strategy for Libraries Implementation Guide

<https://www.sustainablelibrariesinitiative.org/national-climate-action-strategy-libraries>

- Date:
- Amended Dates:
- Associated Documents: