

# BPL Library Board

## Agenda

Thursday, September 11, 2025

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. Welcome and Intent for Gathering
4. Declarations of Interest
5. Decision Items
  - 5.1 2026 Draft Capital Budget
  - 5.2 2026 Draft Operating Budget
    - 5.2.1 2026 Draft Department Overview
    - 5.2.2 2026 Key Investment - Provision
  - 5.3 Fees & Charges Policy
6. Discussion Items – None
7. Information Items – None
8. Closed Session – None
9. Other Business – None
10. Next Meeting:

Thursday, September 25, 2025, 6:30 p.m., Frank Rose Room

## 5. Decision Items: 5.1 2026 Capital Budget Report

### Recommendations

**THAT** the Burlington Public Library Board approve the draft 2026 capital budget Submission.

### Purpose

To seek the Board's approval of BPL's 2026 capital budget submission, and inform the Board of projects where funding remains pending.

### Background

The City of Burlington (COB) has provided capital guidelines for the 2026 budget. Council will consider the 2026 budget in December. As always, BPL staff submit the draft to COB Finance in August to allow time for inputting into their systems, with the understanding that Library Board approval occurs in September.

The COB budget process requires departments and Boards to present a balanced budget and therefore does not provide a mechanism to identify underfunded projects. The COB 2026 Budget book will include BPL's capital budget as it appears in Appendix C for Board review. Outside of the budget process, COB staff are aware of funding difficulties for BPL repair and renewal projects in the next ten years. Library and COB staff continue to collaborate on potential solutions for underfunded projects within the larger scope of City-wide capital needs.

Repair and renewal timelines for BPL are projected using the COB's VFA (Vanderweil Facility Advisors) tool and process. This system aids budget modelling and forecasts timing and cost for repair and renewal projects. The COB regularly assesses BPL facilities and may prioritize or defer projects based on those assessments.

### Discussion

The 2026 ten-year Capital Budget guideline from the COB includes total funding of \$7,914,400 from 2026 to 2035, including \$2.2M to close the funding gap for phase 1 of the Central Infrastructure Project (CIP). There remains a funding gap for phase 2 of the CIP as well as a shortfall for lifecycle replacement of building systems and IT equipment in 2035. Library staff have prepared a draft capital budget for Board

consideration that identifies potential capital-funding shortfalls within the 10-year horizon, attached as Appendix A.

Below are some key highlights:

- Pending Council approval of the budget, the remaining funding required for phase 1 of the CIP is available in 2026. The project team, led by COB, is working on procurement, with a goal of construction occurring in spring/summer 2026. The completion of this phase of the project addresses the majority of the critical leaking and breakdown issues with the replacement of five HVAC units, skylights and a large portion of the second floor roof.
- Additional funding of \$195,000 is set aside in 2027 to allow for beginning stages of phase 2 of the CIP, which involves the replacement of three additional HVAC units, clearstory windows, and the third-floor roof. As documented in Appendix A, a shortfall of \$3,075,000 for phase 2 may occur in 2028. The COB has identified this project to Council as a priority in the “Infrastructure Projects for Potential Stimulus Funding” report that was presented on May 20, 2025.
- In 2035, the funding required for lifecycle replacement of IT equipment and building components for Tansley Woods & Central Branch is short by \$2,620,835. In the City of Burlington’s Live & Play Plan, Tansley Woods has been identified as a location requiring substantial investment in the short term (2025-2034), and Central Park plans identify significant renewal/redesign in the mid to long term range (2035-2051). As COB decisions around these plans evolve, the capital renewal requirements identified for Tansley Woods and Central branches for 2030-2035 may change. BPL and COB continue to work together to align large infrastructure projects for shared facilities in an effort to control costs.

BPL staff will continue to work with COB, monitor grant opportunities, and use reserve fund interest earnings and any realized operating surplus funds to help reduce the gap in funding for the 2028 and 2035 capital budget years.

## Strategic Implications

The budget process plays a key role in supporting BPL’s strategic plan by ensuring funding is prioritized for operational and capital needs that support key initiatives and core services.

## Equity, Diversity & Inclusion Considerations

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

## Risk Management

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

## Report Author(s)

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

Burlington Public Library

DRAFT 2026 to 2035 Capital Budget Including Unfunded Projects

Project Category	2025											Totals
	Approved Funding	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	
Facility R&R - Alton	\$ -	-	-	9,540	-	-	85,100	-	40,250	-	-	134,890
Facility R&R - Brant Hills	\$ -	-	-	-	-	5,750	-	-	-	-	585,350	591,100
Facility R&R - Tansley	\$ -	76,470	-	-	-	-	309,005	-	-	327,750	277,150*	990,375
Facility R&R - Central	\$ 83,000	-	-	41,400	440,450	95,450	36,225	17,250	69,000	-	2,225,825*	2,925,600
Infrastructure Project	\$ 296,100	2,572,670	195,000	3,075,000*	-							5,842,670
New Appleby Relocation Project	\$ 650,000											-
Collections Expansion	\$ 55,000	61,100	61,100	61,100	61,100	55,550	33,360	33,360	22,200	22,200	22,200	433,270
IT Infrastructure	\$ 313,000	340,100	280,200	400,800	284,500	416,800	277,500	268,600	483,850	368,000	331950*	3,452,300
	<b>\$ 1,397,100</b>	<b>3,050,340</b>	<b>536,300</b>	<b>3,587,840</b>	<b>786,050</b>	<b>573,550</b>	<b>741,190</b>	<b>319,210</b>	<b>615,300</b>	<b>717,950</b>	<b>3,442,475</b>	<b>14,370,205</b>
<b>Source</b>												
COB Capital Guideline	\$ 521,500	2,731,600	550,800	564,900	564,900	564,900	564,900	593,100	593,100	593,100	593,100	7,914,400
COB - Development Charges	\$ 55,000	61,100	61,100	61,100	61,100	55,550	33,360	33,360	22,200	22,200	22,200	433,270
Library Reserve (funds deposited to reserve)	\$ 820,600	257,640	(75,600)	(113,160)	160,050	(46,900)	142,930	(307,250)	-	102,650	206,340	326,700
	<b>\$ 1,397,100</b>	<b>3,050,340</b>	<b>536,300</b>	<b>512,840</b>	<b>786,050</b>	<b>573,550</b>	<b>741,190</b>	<b>319,210</b>	<b>615,300</b>	<b>717,950</b>	<b>821,640</b>	<b>8,674,370</b>
<b>Unfunded Capital Needs</b>		-	-	3,075,000	-	-	-	-	-	-	2,620,835	5,695,835
Opening Reserve Balance		326,700	69,060	144,660	257,820	97,770	144,670	1,740	308,990	308,990	206,340	
Reserve (used)/saved in year		(257,640)	75,600	113,160	(160,050)	46,900	(142,930)	307,250	-	(102,650)	(206,340)	
Ending Reserve Balance		69,060	144,660	257,820	97,770	144,670	1,740	308,990	308,990	206,340	-	
<b>Reserve Balance tied to Audited Financial Statements</b>												
<b>Actual</b> Capital Reserve Fund Balance Dec 31, 2024		\$ 1,456,761										
Less Restricted funds (Bequests \$300K, Makerspace \$9.5K)		\$ (309,461)										
Less Reserve funds required in 2025 budget year		\$ (820,600)										
<b>Estimated</b> Closing Reserve Balance Dec 31, 2025		<u>\$ 326,700</u>										

## ***Burlington Public Library***

### **DRAFT 2026 to 2035 Capital Budget Including Unfunded Projects**

#### **Emerging Technologies and IT Infrastructure**

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

##### **2026 Projects**

1. Public Access Computers and other in-branch customer technology (\$5K)
2. Computers, laptops, tablets and printers (\$68.2K)
3. Servers, firewalls and switches (\$224K)
4. Self check replacement (\$0K)
5. Digital signage and TVs (\$5K)
6. Phone system component upgrades (\$2.9K)
7. RFID equipment (\$35K)

##### **2027 - 2035 Projects\***

1. Public Access Computers and other in-branch customer technology (\$580K)
2. Computers, laptops, tablets and printers (\$598.8K)
3. Servers, firewalls and switches (\$1,269.7K)
4. Self check replacement (\$320K)
5. Digital signage and TVs (\$70K)
6. Phone system component upgrades (\$133.7K)
7. RFID equipment (\$140K)

#### **Collections Expansion**

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

#### **Facility Repair and Renewal - All Branches**

Funding is intended to stabilize, replace or make improvements to existing building systems to effectively maintain the lifecycle of the facilities, improve energy efficiency and to provide a safe and accessible environment for patrons using

## ***Burlington Public Library***

### **DRAFT 2026 to 2035 Capital Budget Including Unfunded Projects**

the Burlington Public Library facilities. Projects are determined with the support of reports from the City's facilities management software (VFA) which are based on standard lifecycle replacement. Each year the VFA reports are reviewed and updated based on inspections of building systems by BPL and City Capital Works staff.

#### **2026 Projects**

1. Tansley facility - Heat pumps and intrusion alarm system (\$76.5K)
2. Central Infrastructure project Phase 1- HVAC, skylights, roofing (\$2,572.7K).

\$106,566 was previously set aside by the Board from the 2024 capital reserve interest and operating surplus. These funds are held in reserve to increase interest earnings but are not new funding. An additional \$2,466K is also being assigned through the 2026-2035 budget process, including one-time funding of \$2.2M from City of Burlington to eliminate the funding shortfall for Phase 1.

#### **2027 - 2035 Projects\***

1. Central Infrastructure project Phase 2 - HVAC, skylights, roofing (\$3,270K)
2. Central facility building systems (flooring, doors, water coolers, water heaters, electrical panels, boiler system, parking lot) (\$2,925.6K)
3. Tansley facility building systems (sprinkler system, roofing, windows, doors, carpet, washrooms, electrical servicing, parking lot.) (\$913.9K)
3. Brant Hills facility building systems (painting, flooring, kitchen & bath fixtures, windows, electrical service.) (\$591.1K)
4. Alton facility building systems (interior painting, flooring, security & fire alarm systems.) (\$134.9K)

## ***Burlington Public Library***

### **DRAFT 2026 to 2035 Capital Budget Including Unfunded Projects**

**\*NOTE: At this time, only \$195K has been identified as available funding for Phase 2 of the Central Infrastructure Project, resulting in a shortfall of \$3,075,000 in 2028. COB has identified this project to Council as a priority in the "Infrastructure Projects for Potential Stimulus Funding" report presented on May 20, 2025.**

**In 2035, the funding required for lifecycle replacement of IT equipment and building components for Tansley & Central is short by \$2,620,835. In the City of Burlington's Live & Play Plan, Tansley has been identified as a location requiring substantial investment in the short term (2025-2034), and the Central Park plans identify significant renewal/redesign in the mid to long term range (2035-2051). As COB decisions around these plans evolve, the capital renewal requirements identified for Tansley and Central branches for 2030-2035 may change. BPL and COB continue to work together to align large infrastructure projects for shared facilities in an effort to control costs.**

**Staff will continue to work with COB, monitor grant opportunities, use reserve fund interest earnings and any realized operating surplus funds to help reduce the gap in funding for the 2028 and 2035 capital budget years.**



**Burlington Public Library**  
**DRAFT 2026 to 2035 Capital Budget - Balanced**

		2025										Totals	
Project Category	Approved Funding	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035		
Facility R&R - Alton	\$ -	-	-	9,540	-	-	85,100	-	40,250	-	-	134,890	134890
Facility R&R - Brant Hills	\$ -	-	-	-	-	5,750	-	-	-	-	585,350	591,100	591100
Facility R&R - Tansley	\$ -	76,470	-	-	-	-	309,005	-	-	327,750	7,750	720,975	644505
Facility R&R - Central	\$83,000	-	-	41,400	440,450	95,450	36,225	17,250	69,000	-	-	699,775	699775
Infrastructure Project	\$296,100	2,572,670	195,000	-	-	-	-	-	-	-	-	2,767,670	195000
New Appleby Relocation Project	\$650,000	-	-	-	-	-	-	-	-	-	-	-	-
Collections Expansion	\$55,000	61,100	61,100	61,100	61,100	55,550	33,360	33,360	22,200	22,200	22,200	433,270	-
IT Infrastructure	\$313,000	340,100	280,200	400,800	284,500	416,800	277,500	268,600	483,850	368,000	206,340	3,326,690	-
	<b>\$1,397,100</b>	<b>3,050,340</b>	<b>536,300</b>	<b>512,840</b>	<b>786,050</b>	<b>573,550</b>	<b>741,190</b>	<b>319,210</b>	<b>615,300</b>	<b>717,950</b>	<b>821,640</b>	<b>8,674,370</b>	
<b>Source</b>													
COB Capital Guideline	\$521,500	2,731,600	550,800	564,900	564,900	564,900	564,900	593,100	593,100	593,100	593,100	7,914,400	
COB - Development Charges	\$55,000	61,100	61,100	61,100	61,100	55,550	33,360	33,360	22,200	22,200	22,200	433,270	
Library Reserve (funds deposited to reserve)	\$820,600	257,640	(75,600)	(113,160)	160,050	(46,900)	142,930	(307,250)	-	102,650	206,340	326,700	
	<b>\$1,397,100</b>	<b>3,050,340</b>	<b>536,300</b>	<b>512,840</b>	<b>786,050</b>	<b>573,550</b>	<b>741,190</b>	<b>319,210</b>	<b>615,300</b>	<b>717,950</b>	<b>821,640</b>	<b>8,674,370</b>	
Opening Reserve Balance		326,700	69,060	144,660	257,820	97,770	144,670	1,740	308,990	308,990	206,340		
Reserve (used)/saved in year		(257,640)	75,600	113,160	(160,050)	46,900	(142,930)	307,250	-	(102,650)	(206,340)		
Ending Reserve Balance		69,060	144,660	257,820	97,770	144,670	1,740	308,990	308,990	206,340	-		
<b>Reserve Balance tied to Audited Financial Statements</b>													
Actual Capital Reserve Fund Balance	31-Dec-24	\$1,456,761											
Less Restricted funds (Bequests \$300K, Makerspace \$9.5K)		\$ (309,461)											
Less Reserve funds required in 2025 budget year		\$ (820,600)											
Estimated Closing Reserve Balance	31-Dec-25	\$326,700											

**Burlington Public Library Board**  
**Statement of financial position**  
As at December 31, 2024

	Notes	2024 \$	2023 \$
<b>Assets</b>			
Cash		743,733	175,152
Accounts receivable		120,040	509,169
Due from City of Burlington		5,108,499	5,908,202
		<u>5,972,272</u>	<u>6,592,523</u>
<b>Liabilities</b>			
Accounts payable and accrued liabilities		636,125	697,197
Deferred revenue	4	140,023	103,408
		<u>776,148</u>	<u>800,605</u>
Net financial assets		<u>5,196,124</u>	<u>5,791,918</u>
Commitments	6		
<b>Non-financial assets</b>			
Prepaid expenses		512,408	496,026
Tangible capital assets	9	4,195,973	4,390,352
		<u>4,708,381</u>	<u>4,886,378</u>
<b>Accumulated surplus</b>	10	<u>9,904,505</u>	<u>10,678,296</u>

The accompanying notes are an integral part of the financial statements

On behalf of the Board

\_\_\_\_\_, Board Chair

\_\_\_\_\_, Management

Due from City of Burlington	2024	2023
Capital Reserve Fund Balance Dec 31-held by COB	1,456,761	2,939,735
Operating Reserve Fund Balance Dec 31-held by COB	307,219	345,414
Outstanding Funded Projects Dec 31-held by COB	3,657,744	2,727,236
Annual Operating Surplus cash owed to COB	(50,352)	(134,682)
Donations, Bequests, Maker owed to COB	(329,095)	
Shared Facility Chargebacks due to COB	(57,631)	(43,025)
Q4 Capital Expenses due from COB	123,853	73,524
	<u>5,108,499</u>	<u>5,908,202</u>

## 5. Decision Items: 5.2 2026 Operating Budget Report

### Recommendations

**THAT** the Library Board approve the draft 2026 Operating Budget and Department Overview Submission.

**THAT** the Library Board approve the draft Key Investment – Provision to Library document to support the request for additional 2026 funding.

**THAT** the Library Board approve the transfer of \$50,000 from the Operating Reserve Fund in 2026 to complete an expansion study looking at BPL growth opportunities in the west and northeast areas of Burlington.

### Purpose

To seek the Board's approval of BPL's 2026 Operating Budget submission and associated documents.

### Background

The 2026 Operating Budget guideline includes a 1.75 per cent (\$215.9K) increase to City funding. This level of funding would result in a budget deficit of \$180,000 for BPL. Following COB process, a 2026 Preliminary Operating Budget Request form was completed and COB's Executive Leadership Team approved the request for the additional funding to be included in the budget. The 2026 Financial Forecast report defines the additional funding as "enhanced funding to the Burlington Public Library to support additional costs related to the New Appleby Branch and stabilize operational expenses".

Further to the process of requesting additional funding, staff have completed the City document titled Key Investment – Provision to Library. This document is attached as Appendix D for Board consideration. City staff have requested that BPL delegate to Council in support of this Key Investment request in November.

### Discussion

Staff have prepared a draft budget that includes the additional \$180,000 in funding from the City and the corresponding expenses that allow BPL to maintain the current levels of service adjusted for the larger New Appleby branch in the Bateman Community Centre. The comments include a detailed description of variances year over year in each category.

Attached as Appendix C, is the City template called Departmental Overview, which provides an opportunity to highlight key achievements and upcoming BPL projects to Council.

Similar to last year, the City will hold Budget Town Halls in each ward to allow residents the opportunity to engage with their elected representatives about the budget. These town halls will take place September 18 through November 5. Council's budget review process is outlined below.

### **Draft Review Dates**

Item	Meeting	Date
2026 Financial Forecast	Committee of the Whole	July 7, 2025
Release of Proposed Budget (agenda available October 24)	Committee of the Whole	November 3, 2025
Divisional Budget Presentations by XLT	Budget Committee	November 13, 2025
Committee review of Proposed Budget, amendments proposed via Budget Review Form process	Budget Committee	November 24 and 25, 2025
Council review of Proposed Budget	Special Council Meeting	December 2, 2025
<b>Note:</b> Per legislation, there is a 30-day period for Council to review and amend the Proposed Budget once it has been released. This period can be shortened via a Council vote. Following Council review of the Proposed Budget there is a 10-day period in which the Mayor can veto a budget amendment. This period can be shortened via a Mayoral Decision. If the veto power were exercised, there is a 15-day period in which a 2/3rds majority of Council can override the veto. After process of amendments, vetos and overrides has passed the budget is deemed to have been adopted.		

The recommendation to fund an expansion study examining BPL growth opportunities in Burlington's west and northeast areas ensures that future needs are identified in time to align with the next development charges study and City planning processes. Additionally, with the Aldershot branch lease expiring on September 30, 2031, this presents ideal timing to gather information about potential locations to meet projected growth demands.

## Strategic Implications

The budget process plays a key role in supporting BPL's strategic plan by ensuring funding is prioritized for operational and capital needs that support key initiatives and core services.

## Equity, Diversity & Inclusion Considerations

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

## Risk Management

Over the past several years, BPL has worked diligently to create operational efficiencies that maintain or enhance service standards while adhering to the annual 1.75% budget guideline. The 2025 and 2026 budgets required additional support from the City of Burlington, primarily due to increased costs from the larger New Appleby branch and mandatory job evaluation/pay equity adjustments. Looking ahead, five-year projections based on similar assumptions—including the 1.75% annual increase—indicate that BPL will achieve budget balance by 2027 without requiring additional City funding, contingent on current trends continuing as projected. Since BPL's salary schedule is directly linked to the City's through job evaluation and pay equity requirements, any substantial changes to municipal compensation structures would have corresponding impacts on BPL's budget.

## Report Author(s)

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

**Burlington Public Library  
2026 Draft Operating Budget**

	2026 Draft Budget	2026 \$ Change vs 2025 Budget	2026 % Change vs 2025 Budget	2025 Budget	2025 Projection
<b>REVENUE</b>					
1 City of Burlington	12,734,042	396,308	3.21%	12,337,734	12,337,734
2 Province of Ontario	229,403	-	---	229,403	229,403
3 Library Generated	227,540	46,793	25.89%	180,747	219,176
4 Operating Reserve Fund Transfer	50,000	50,000	---	0	0
<b>Total Revenue</b>	<b>13,240,985</b>	<b>493,101</b>	<b>3.87%</b>	<b>12,747,884</b>	<b>12,786,313</b>
<b>EXPENDITURES</b>					
Employee Costs:					
5 Salaries	7,598,330	87,314	1.16%	7,511,016	7,500,448
6 Employee Benefits	2,114,640	47,087	2.28%	2,067,553	2,025,120
7 Staff Training	105,000	-	0.00%	105,000	105,000
	<b>9,817,970</b>	<b>134,401</b>	<b>1.39%</b>	<b>9,683,569</b>	<b>9,630,568</b>
8 Library Materials	1,175,000	-	0.00%	1,175,000	1,175,000
9 Operating Costs	405,420	59,230	17.11%	346,190	346,190
10 Building Costs	1,275,955	255,795	25.07%	1,020,160	1,073,162
11 Automated Systems	558,140	35,175	6.73%	522,965	522,965
12 Transfer to Capital Reserve	8,500	8,500			
<b>Total Expenditures</b>	<b>13,240,985</b>	<b>493,101</b>	<b>3.87%</b>	<b>12,747,884</b>	<b>12,747,885</b>
<b>Revenue Less Expenditures</b>	<b>-</b>	<b>-</b>		<b>0</b>	<b>38,428</b>

## **Burlington Public Library Operating Statement Comments 2026 Draft Budget**

### ***REVENUES:***

Overall revenues are budgeted at 3.87% higher than 2025 as described below.

#### **1 City of Burlington**

Funds from the City of Burlington are 3.21% (\$396.3K) higher than 2025 based on the COB budget guideline of a 1.75% increase plus an additional \$180K of enhanced funding to support additional costs related to the New Appleby branch and to stabilize operational expenses. This additional funding has been approved for inclusion in the 2026 COB budget by the COB Executive Leadership Team and has been identified in the COB 2026 Financial Forecast report which was approved by Council in July 2025.

#### **2 Provincial Grant**

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

#### **3 Library Generated**

Library generated revenue is approximately 1.7% of overall revenue and includes printing, room rentals, Makerspace programming, garbage bag tags, interest income and cost recoveries from shared facility partners. BPL is budgeting an increase in the following areas based on 2024 and 2025 YTD results: Makerspace +\$10K, Printing +\$9.4K, Lost materials +\$0.6K, Interest +\$5K, and Room rentals +\$1.7K. These changes total an increase of \$26,700 or 14.7%. In addition to these changes, a new source of revenue associated with the agreement to provide services for Brock University Library in the New Appleby branch is \$20K.

#### **4 Operating Reserve Funding**

This funding is budgeted for use to complete an expansion study examining BPL growth opportunities in Burlington's west and northeast areas ensuring that future needs are identified in time to align with the next development charges study and City planning processes.

### ***EXPENSES:***

Total expenses are budgeted at 3.87% higher than 2025, resulting in a balanced budget. YOY changes are described below.

#### **5 Salaries**

Salaries are budgeted based on each employee's contracted hours, job grade, and step level in the Board-approved Salary Schedule. The budget includes annual step movement for staff that have not reached job rate. There is a reduction in the cost of temporary cleaning staff accounted for in the budget with the offsetting costs for vendor services in the Building Costs section below (\$75K).

## **6 Benefits**

The budget includes a 2.3% (\$47.7K) increase to benefit costs for 2026. This increase is primarily related to Sun Life rates, which are still under negotiation but currently include the following changes: +0% life insurance, +0% LTD, +15% medical premiums, and +10% dental premiums.

## **7 Staff Training & Educational Assistance**

The training and education budget has not been changed year over year. It is anticipated that training will focus on management skills and technology in 2026. The training and education budget has not been changed year over year. It is anticipated that training will focus on leadership skills, TMU's Democracy@Work program and technology in 2026.

## **8 Library Materials**

The library materials budget is unchanged for 2026. The Digital Resources and Collections team continues to analyze data around customer usage patterns and apply learnings to purchasing strategies to maximize usage of the budget.

## **9 Operating Costs**

Operating costs have increased 17.1% or \$59.2K for 2026 primarily related to the cost of the expansion study discussed above (\$50K), Makerspace cost of goods sold associated with increased revenue (\$8.3K), payroll services (\$2.2K), print services (\$2K), offset by a savings in phone expense after changing providers (\$3.3K).

## **10 Building Costs**

This category includes rent, utilities, building supplies and state of good repair funding. The increase of \$255.8K or 25.1% in this budget line is primarily related to an increase in lease costs (\$97.8K), utilities (\$8.3K), and contracted services (\$149.7K). These adjustments include increased lease obligations for Aldershot and New Appleby at the new Bateman location. Increased utility costs are in line with actual experience in 2025 and adjusted to reflect the larger footprint for the new New Appleby location. Contracted services are impacted by an average of 3% annual increases and the extension of vendor cleaning to all branches (except Kilbride), including the larger New Appleby branch. A portion of the increased cleaning costs is offset by a reduction in salary & benefit costs (\$75K).

## **11 Automated Systems**



This budget reflects line-item detail of warranty and licensing needs with anticipated contract renewal rates of 3% where negotiations are not yet complete (approx. \$12K). Otherwise, the budget increase over 2025 is primarily related to YOY ILS costs (\$9.9K), and upgrade to accounting software (\$13K).

## **12 Transfer to Capital Reserve**

The budgeted net earnings from Makerspace activity is placed into the capital reserve fund each year (beginning in 2024) to build a fund for lifecycle renewal of the equipment. At the end of 2026, the actual net earnings will be transferred, even if different from the budgeted amount. This practice supports the capital budget by ensuring the Makerspace services are self-funding and that new capital funds received can be used for facility and other IT lifecycle replacement.

Departmental Overview

Department	Burlington Public Library		
Department Head	Lita Barrie	Department Head Title	Chief Executive Officer

Department Description

A public service to provide collections, resources, spaces, and programs for people of all ages that serve their cultural, informational, educational, and social needs.

Department Goals

Burlington Public Library provides collections and resources, access to technology and spaces, and programs that serve the informational, educational, cultural, and recreational needs of residents.

Under the governance of the Ontario Public Libraries Act and the Burlington Public Library Board, the Library’s vision is an engaged and sustainable community advanced by curiosity and discovery. The Library’s core services—digital resources and collections, programming, spaces, technology, and staff support—are grounded in its mission to inspire imagination, collaboration, and compassion to support an informed and literate society. With seven physical locations city-wide and a resource-rich “virtual branch”, the Library is an integral community service and hub for people of all ages, backgrounds, abilities, and skill levels to use and enjoy.

In the Library’s 2025 Customer Satisfaction Survey, completed by approximately 4,700 people, 94 per cent of respondents said Burlington Public Library has a positive impact on their life, and 96 per cent believe the library improves the well-being of the community as a whole. Over 95 per cent of respondents reported they were satisfied with the Library’s customer service and many comments spoke of the value that BPL adds to their life. The Library strives to maintain this high standard of service impact and customer satisfaction.

Strategic Alignment with Vision to Focus Plan

BPL actively seeks to align with the City of Burlington Vision 2040 Strategic Plan and Burlington’s Plan: From Vision to Focus. BPL’s mission, vision, and [2021-2025 Strategic Plan](#) most closely align with V2F *Focus Area 2 - Providing the best services and experiences*. BPL is focused on

- enhancing community well-being through accessible and inclusive programs and services,
- creating a positive customer and staff experiences and improving satisfaction rates through a human-first culture
- expanding and enhancing opportunities to engage our community and use customer input and data to inform decision making

In 2024, BPL created \$59,521,209 in economic impact, nearly five times the amount contributed to the Library’s budget by the City. This equates to \$318 in economic impact for each Burlington resident.

Programs

Collections	Burlington Public Library is committed to providing robust, current, and balanced collections to serve the community's needs. We develop our collections—both physical and digital—to meet demand and investigate new collections to best serve community interests and expand learning for knowledge creation. In 2024, over 2 million items were borrowed, and residents saved \$29 million dollars by borrowing physical books from their library.
Information Requests	<p>Library staff respond to in-person, phone, and online inquiries related to research, reading, community information, and technology support requests. Staff provide personalized assistance to customers with research needs and questions relating to community services, local history research, technology and online support.</p> <p>The Library's Information Burlington service provides free, personalized, confidential information and referral to a wide range of human and community services. As a member of Halton Information Providers, the Library jointly maintains the public online Halton Community Services Directory (HCSD). The HCSD supports the needs of Halton Region residents by maintaining consistent and credible standards of community and human services information.</p> <p>The Library works in collaboration with several local human services organizations. People can get personal help from local service organizations who bring their expertise into the library during free drop-in sessions. During drop-in hours, customers can talk to various specialists. Service workers help on a first-come-first-served basis.</p>

Space	<p>Library branches are one of the very few spaces where community members from all walks of life can spend time without spending money. The Library offers vital welcoming, accessible, and inclusive space for study, work, collaboration, leisure and learning. In 2024, BPL welcomed nearly 1 million in-person visitors. Library locations also operate as the City's warming and cooling centres during weather alerts.</p> <p>Burlington Public Library also provides meeting rooms for rent for profit and non-profit groups in library facilities. Rooms may be rented hourly with some exceptions. Customers can request a reservation any time using an online booking and payment system.</p>
Technology Access	<p>Internet use is free at the library, with high-speed 24/7 Wi-Fi access at all locations except Kilbride. All public computers operate with automated session management to make sure that everyone has fair access to library computers. All locations have public access computers (with a Windows 11 operating system and are loaded with Microsoft Office 2021, and upgraded Internet browsers: Google Chrome, Mozilla FireFox, Microsoft Edge). Chromebooks, Mifi hotspots and iPads are available for lending.</p> <p>All branches provide print and photocopy services in black &amp; white and colour, with scanning to email capability. Faxing services are available at the Central and Tansley Woods branches.</p> <p>The Library offers access to 3D printing, laser cutting, vinyl printing, and kid-friendly tech tools as part of the community MakerSpace, MakerStation and Children's Discovery Space. Staff support enables people of all ages to develop proficiency in digital literacy, technology, and design skills.</p>
Programming	<p>The Library runs a wide array of programs that reflect public interests and are consistent with the Library's mission, values, and strategic priorities. In 2024, program attendance is over 89,000, a 12% increase over 2023.</p> <p>Library programs are designed to foster connection and support lifelong learning for education and entertainment. The Library provides a hybrid blend of in-person programming and virtual programming to foster human connection and learning.</p>
Local History	<p>Through the Library's local history collections, Burlington residents can learn about our community's unique history and heritage. In collaboration with community partners, Burlington Public Library's <a href="#">Burlington Digital Archive</a> makes available a variety of digitized historical materials, documenting the history of Burlington. Appointment based access to the specialized archive collection is available for local history and genealogical research help.</p>

## Continuous Improvement Initiatives

**2022-2025: Multiyear Accessibility Plan:** In 2022, BPL updated the Library's Multiyear Accessibility Plan 2022-2025. The plan is the Library's institutional pathway of removing barriers for the full participation of our customers and employees seeking excellence in accessibility and inclusion. It outlines BPL's current and future projects to achieve and exceed the Library's AODA requirements. In 2025, BPL made incremental improvements to recently launched accessibility initiatives implementing a set of BPL accessibility principles and guidelines to reinforce our accessibility standards across branches and services.

**2024: Enhance and support digital inclusion:** In 2024, the Library continued to engage in a series of initiatives to support technology skills development for children and youth, adults and seniors as part of BPL's Digital Equity Plan. This includes the enhancement of digital literacy-based programming and partnerships, augmenting access to technology within our spaces and technology knowledge training for Library staff. In 2024, the Library added a kids focused Discovery Space at the Central Library. BPL is participating in the province-wide Bridge Project to enhance technology services and measure effectiveness.

**2023 - 2025: Equity, Diversity, Inclusion.** In 2023, BPL's Equity, Diversity and Inclusion Working group expanded the scope of BPL's Anti-Racism Action Plan and developed an Equity, Diversity & Inclusion Plan. Under this plan, BPL implemented introductory EDI Training for all staff using resources from the Canadian Centre for Diversity and Inclusion.

**2024: Intellectual Freedom Training:** In 2024, the Library implemented a system-wide intellectual freedom training program for all staff. Intellectual freedom is foundational for public libraries and is a core value for BPL. In recent years, many libraries have faced increasing calls for book bans, program cancellations, and other forms of censorship. Recommitting to intellectual freedom is vital in ensuring we uphold our mission and values. The course content was developed by Toronto Metropolitan University's Centre for Free Expression.

**2025: New Appleby Expansion:** In 2025, the Library's New Appleby Branch relocated to the Robert Bateman Community Centre in collaboration with COB and Brock University. The larger location includes group study and meeting rooms, two MakerStudios and an expanded programming space.

**2025: Digital Historical Newspapers:** In BPL launched two new digital historical newspaper resources. BPL's refreshed Burlington Newspaper makes it easier to find important announcements from local newspapers. The index, now available on the Burlington Digital Archive, spans the years 1899 to 2015 and includes over 33,000 entries. BPL also launched access the newly digitized editions of the Burlington Post newspaper on Newspapers.com. The archive includes full issues of The Post from 1968 to 1980 and 2012 to 2023

**2025: Alton MakerStation:** In 2025, BPL launched the New MakerStation at the Alton Branch. The MakerStation is a brand-new drop-in creative space designed for curious creators of all ages. It is a self-guided space equipped with a 3D printer, sewing machine, Cricut® cutting machine, and button maker.

2025: Enhance and support digital equity: In 2025, the Library continued to engage in a series of initiatives to support technology skills development in children and youth, adults, seniors and library staff through implementation of the Library's Digital Equity Plan.

2025: Advance booking for meeting rooms and workspaces: In 2025, BPL's existing free workspaces switched from first-come, first-served availability to online booking, allowing users to reserve in advance. The new booking system makes it easier and more convenient to access free workspaces for individual quiet study, virtual meetings, phone calls and group collaboration.

## Addressing Gaps and Challenges

- **Data informed decision-making:** The Library is increasing the use of data, outcome-based evaluation, and analytics to understand customer needs, sound stewardship and organizational sustainability. BPL conducts annual customer satisfaction and employment engagement surveys as well as ongoing analysis of KPIs to identify priorities and make informed decisions to ensure collections, services, and programs meet community needs and expectations.
- **Collections:** Public library lending of high demand digital collections is an ongoing challenge due to continued unfair pricing practices, and publishers restricting library access to eBooks and eAudiobooks. Between 2021 and 2024, the cost of physical and digital materials has increased over 10%, resulting in diminished buying power of the budgeted dollars for this service. Responses to BPL's 2025 Customer Satisfaction Survey indicate that a robust collection is a top priority of Library customers.
- **Technology:** Computer security, cybersecurity, information technology security and the protection of the Library's computer systems and networks from information disclosure, theft of, or damage to hardware, software, or electronic data, as well as from the disruption or misdirection of the services. The Library is actively working to mitigate that risk through MFA, employee training and a robust cybersecurity program. Progressively more rapid changes in technology and adoption of AI tools are an additional challenge. Customers turn to the library for technology assistance and support. The Library strives to keep library systems up-to-date and provide staff training and support to provide quality service to, and great user experience for, our customers.
- **Climate Change:** Ongoing and future extreme weather circumstances resulting in reduced customer access to physical spaces and collections. The Library needs to ensure that services and facilities are structured in a way that allows continuation of service in a responsive manner. (Replace/Add Economic Instability

Department Initiatives	Target Completion
<b>In Library connections Interactive activities:</b> Foster a library atmosphere where customers of all ages can easily connect with one another through engaging, self-led activities and interactive displays. Launch and evaluate a pilot program of self-guided activities designed to increase spontaneous social interaction among customers in our library spaces.	Sep 2027
<b>Central Infrastructure Renewal:</b> The roof, HVAC, skylights and window curtains at the Central Library are all due for replacement. COB Staff are leading the project. The work will happen in two phases. In 2026, phase one will include five HVAC units, skylights, and half of the roof.	Dec 2026
<b>Interactive History Installation:</b> Implement an interactive installation at the Central branch to replace historic Town Bell which was relocated to Fire Department Headquarters.	Dec 2026
<b>City of Burlington Arts and Culture Strategy:</b> In collaboration with COB and their consultants, the Library will continue to contribute as a key collaborator and member of the Culture Leadership Group. This Strategy will guide the next decade (2026-2036) of Burlington's arts and culture policies, programs, and services. The Strategy will articulate a common vision and goals and provide recommendations.	June 2026
<b>Brant Hills Infrastructure Renewal:</b> In 2026, the roof, HVAC, lights at the Brant Hills Branch will be replaced. The Library is working in collaboration with COB Staff who are leading the project.	Dec 2026

**Number:** 2026-XXX

**Department:** Burlington Public Library

**Budget Principle:** Livability

**Report Reference:**

## Purpose

### Description

BPL is requesting additional operating funding of \$180,000 for 2026 to cover a budget shortfall. The Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget. Over the same period, the Bank of Canada's annual rate of inflation has averaged 3.75 per cent.

Using the City's 1.75 per cent guideline and a zero-based budget approach, BPL's 2026 operating budget results in a net loss of \$180,000. This result suggests that the ideal City operating investment required to continue operations without service reductions would be 3.21% for 2026 to effectively respond to the budget risks and constraints detailed below and maintain library services.

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

#### Rising Costs

- Employee Costs - approximately 74 per cent of BPL's operating budget is related to staff costs including salaries, benefits, and training. Pay equity legislation requires BPL to maintain alignment with the City's non-union salary schedule, therefore any changes to salaries made by the City impact BPL's budget. For example, the 1.5 per cent market adjustment effective Sept 1, 2025 will cost BPL approximately \$37,000 in 2025, and \$111,000 in 2026 in addition to standard annual step adjustments. Any subsequent City market adjustment in 2026 or beyond will create a compounding effect. There are also impacts from changes to OMERS eligibility criteria and increased CPP costs.
- Collections costs – the second largest operating expense category at 8.9 per cent (\$1,175,000) of the budget is for collections. Between 2021 and 2024, the cost of physical and digital materials has increased over 10%, resulting in diminished buying power of the budgeted dollars for this service. Responses to BPL's 2025 Customer Satisfaction Survey indicate that a robust collection is a top priority of Library customers.
- New Appleby Branch move to Robert Bateman Community Centre – in 2025, BPL's New Appleby branch relocated to the City's Robert Bateman Community Centre. This relocation was necessary as the branch has been undersized to meet community needs for many years. However, the increased space and the City's leasing structure for this multi-tenant facility will result in an annual budget increase of approximately \$141,000 (increased lease, utilities, and cleaning for larger space).

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

#### Emerging Expenses

- Cyber security preparedness – BPL has approximately \$35,000 in new costs annually related to cyber security preparedness (cyber insurance, incident response retainer, annual penetration testing). The Library is taking a proactive approach as the cost of preparedness measures are modest in comparison to the recovery costs and service losses associated with a cyber incident.
- Increase in professional services – starting in 2025, BPL anticipates the cost of external audit services to rise with the start of a new contract. The library sector, including BPL, is also seeing an increase in legal and professional fees associated with volume and complexity of Human Resource matters, copyright, and digital rights management.
- Security measures - Since the pandemic, the Library has started to see a modest increase in vandalism, impacts of social inequity, heightened political polarization, and increased hostility. The Library is taking a proactive approach through increased use of security cameras, staff training, and contract security services when required.

#### Revenue Limitations

- Library generated revenue- Library generated revenue is approximately 1.7 per cent of overall revenue and includes printing, room rentals, MakerSpace services, garbage bag tag sales, interest income, and cost recoveries from shared facility partners. Options for revenue generation are limited as, per the Ontario Public Libraries Act, BPL must provide core services at no additional cost to the public. Developing novel services to generate new revenue requires substantial administrative and leadership resources. BPL has prioritized access to quality core services over revenue generation in alignment with its mission, vision, and values as a community service provider.
- Funding model - The Library is primarily funded by the City. A small portion of BPL's funding comes from a provincial grant which has been static since 1997. Ontario libraries, including BPL, have and continue to advocate for increased provincial funding to Libraries with minimal success to date. Nationally, public libraries are also actively advocating for reliable and diversified funding that recognizes libraries as a critical part of their communities' social services infrastructure. This is outlined in the report OVERDUE: The Case for Canada's Public Libraries. None of this advocacy is likely to result in short term solutions to BPL's 2026 operating budget shortfall.

### Justification

V2F Workplan Initiative/ Strategic Alignment

BPL actively seeks to align with the City of Burlington's long-term Strategic Plan and Burlington's Plan: From Vision to Focus. BPL's mission, vision, 2021-2025 Strategic Plan and Service Business Plan most closely align with V2F's Focus Area 2: providing the best services and experiences. BPL is focused on:

	<ul style="list-style-type: none"> <li>• enhancing community well-being through accessible and inclusive programs and services,</li> <li>• creating a positive customer and staff experiences and improving satisfaction rates through a human-first culture</li> <li>• expanding and enhancing opportunities to engage our community and use customer input and data to inform decision making</li> </ul>
Benefits of Implementation	Enable BPL to continue to sustain current levels of service.
Consequences / Risks of Not Implementing	<p>If additional funding is not available, it will be necessary for BPL to reduce service levels as described in the Options Considered section below. The proposed options come with reputational risk to the City of Burlington and BPL as the Library is a vital community service. Service reductions may damage public faith in the Library and its ability to provide reliable, consistent service.</p> <p>In the Library's 2025 Customer Satisfaction Survey, completed by approximately 4,700 people, 94 per cent of respondents said Burlington Public Library has a positive impact on their life and 95.6 per cent of respondents said that the library improves the well-being of the community as a whole. Over 94 per cent of respondents reported they were satisfied with the Library's customer service and many comments spoke of the value that BPL adds to their life. Access to books, no-cost programs, and free space to study, work, and socialize are all frequently noted as important services provided by the library.</p> <p>While it is challenging to quantify the personal impact of the Library on residents' well-being and quality of life, BPL can quantify the total economic impact of its service. In 2024, BPL created \$59,532,209 in economic impact, nearly five times the amount contributed to the Library's budget by the City. This equates to \$318 in economic impact for each Burlington resident.</p>
Environmental Impact	Public library usage supports COB's Climate Action Plan vision for the future within the area of waste reduction. Public libraries support the circular economy. Sustaining service levels allows the community to maximize access to collections and resources.

## Options Considered

To continue to meet the operating budget guideline of 1.75% from the City, Library Board and staff considered a variety of service reduction and revenue measures and have identified the following as the best alternatives if increased funding from the City is not available.

1. Cost Reduction Measure: Close Kilbride Branch
2. Deferred Revenue for Collections
3. Cost Reduction Measure: Fewer Branches Open Sundays

**Financial Impact**

<u>Account Category</u>	Description	2026 Budget
Expenses		180,000
Net Total		<b>\$180,000</b>

Position Type	Budget FTE Impact
---------------	-------------------

Full Time/ Contract	-
Part Time	0.00
<b>Total FTE</b>	-
<b>FTE Type</b>	



## 5. Decision Items: 5.3 Policy Review Report

### Recommendations

**THAT** the Burlington Public Library Board approve the revised Fees & Charges Policy effective September 15, 2025, as presented.

### Purpose

To seek the Board's approval of the updated Fees & Charges Policy.

### Background

This 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 Fees and Charges Policy is reviewed annually to reflect inflationary cost increases. In the attachments, the new revised policy is provided first, followed by the existing policy.

### Discussion

#### Fees and Charges Policy

The Fees & Charges Policy is updated to reflect the current retail pricing for replacement fees and MakerSpace services and to ensure BPL maintains a cost recovery approach to setting rates. Room rental rates and associated fees have remained static, except for the New Appleby rate, which is adjusted to reflect the larger space that is available.

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

## Financial Considerations

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

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

## Strategic Implications

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

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

## Equity, Diversity & Inclusion Considerations

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

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

## Risk Management

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

## Report Author(s)

Respectfully submitted: Lita Barrie, CEO

# Fees and Charges Policy

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## Purpose

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

## Scope

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

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

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

## Statement of Policy

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

## Lost or Damaged Materials

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

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

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

## Book Kits & Other

- Magazine – \$10
- Puzzle – \$35
- Wonderbook/Vox Book – \$70
- Yoto card – \$10
- Kit – Children's Reader – \$10

- Kit – Picture Book or Language – \$140
- Kit – Teen/Juvenile Series – \$50
- Kit – Cognitive or Theme – \$200
- Kit – Early Engineering – \$40
- Kit – Mindfulness/Grief – \$30
- Kit – Sensory – \$150
- Kit – Book Club – \$250
- Kit – Birds – \$400
- Kit – Yoto Mini – \$300
- Kit – Sewing – \$30
- Kit – 3D Printer – \$25
- Kit – Cricut – \$20

## Technology

- Radon Detector – \$175
- Launchpad, Kobo or Fitbit – \$250
- WIFI Hotspot – \$225
- CO2 Monitor – \$240
- C-Pen Reader – \$380
- Chromebook – \$400
- iPad – \$472
- MacBook – \$1,800

## Cultural Passes

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

## MakerSpace

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

## Laser Cutter

- \$5.00 per 30 minutes plus cost of materials
- 1/8" Birch Plywood - \$9.75 per 1-foot by 2-foot piece
- 3mm Acrylic - \$15.00 per 1-foot by 2-foot piece
- Low odour laser rubber - \$35.30 per 8.5-inch by 12-inch piece
- Mylar - \$2.00 per 8.5-inch by 11-inch sheet

## 3D Printing

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

## Vinyl Cutter & Printer, and Cricut

- \$2.50 per linear foot of vinyl for cutting
- \$4.50 per linear foot of permanent or static cling vinyl
- \$5.50 per linear foot of wall flair vinyl or paper adhesive
- \$8.00 per linear foot of canvas for printing
- \$11.75 per linear foot of heat transfer vinyl for printing
- \$0.50 per 12"x12" sheet of cardstock (only for use on the Cricut)

## Large Format Printer

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

## Embroidery Machine

- \$2.00 for every 5000 stiches or part thereof

## Button Maker

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

## Sewing Machine & Serger

- No fee

## Printing, Photocopying, Scanning and Faxing Services

- Black & white single sided - \$0.20 per page
- Black & white double sided - \$0.40 per page
- Colour single sided - \$0.40 per page
- Colour double sided - \$0.80 per page
- Outgoing Fax at Central and Tansley Woods - \$1.25 per page
- Scan to email – no charge

## Room Rentals

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

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

### Central Branch Rooms

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

### Other Branch Rooms

- Aldershot Program Room: regular rate \$24.15; non-profit rate \$16.90
- Alton Program Room: regular rate \$32.55; non-profit rate \$22.80
- Brant Hills Program Room: regular rate \$24.15; non-profit rate \$16.90
- New Appleby Program Room: regular rate \$38.30; non-profit rate \$26.80
- Tansley Woods Program Room: regular rate \$32.55; non-profit rate \$22.80

### Other Room Rental Fees

- Cancellation/change fee: \$15.75 for all room rental cancellations or changes to date, time, or room made with adequate notice. The balance of the reservation price will be refunded.
  - Minimum 168 hours (7 days) notice for changes or cancellations to Centennial Hall reservations
  - Minimum 96 hours (4 days) notice for changes or cancellations to all other room reservations
  - No refunds issued for reservations cancelled or changed without the minimum required notice
- Cleaning fee: \$21.00 if customer leaves room in a messy condition
  - Cleaning fee applies to both paid and unpaid room bookings
- Late fee: \$21.00 if customer stays beyond booking time
- Administration fee: \$50 per hour to be quoted and approved at the time of reservation confirmation for complex rentals in Centennial Hall requiring additional staff communication and coordination

## Programs and Special Events

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

## Non-Resident

BPL charges an annual fee of \$66.00 to users of the Library who do not live, work, study, or pay property taxes in Burlington. Reciprocal borrowing agreements with Oakville, Milton, Halton Hills, and Hamilton public libraries provide access to BPL's collections without charging a non-resident fee, although restrictions may apply due to licensing agreements.

## How to pay fees

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



## Refunds

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

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

- Effective Date: January 2025
- Projected Review Date: 2027
- Motion #/Date: #24-57, September 12, 2024
- Amended Dates: #22-14, Mar. 24, 2022; #23-31, Jun. 22, 2023; #24-57, Sep. 12, 2024
- Associated Documents: Borrowing Policy, Room Rental Policy

# Fees and Charges Policy

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## Purpose

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

## Scope

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

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

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

## Statement of Policy

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

## Lost or Damaged Materials

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

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

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

## Book Kits & Other

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

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

## Technology

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

## Cultural Passes

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

## MakerSpace

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

### Laser Cutter

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

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

## 3D Printing

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

## Vinyl Cutter & Printer

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

## Large Format Printer

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

## Embroidery Machine

- \$2.00 for every 5000 stiches or part thereof

## Button Maker

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

## Sewing Machine & Serger

- No fee

## Printing, Photocopying, Scanning and Faxing Services

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

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

## Room Rentals

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

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

### Central Branch Rooms

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

### Other Branch Rooms

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

### Other Room Rental Fees

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

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

## Programs and Special Events

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

## Non-Resident

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

## How to pay fees

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

## Refunds

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

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

- Effective Date: January 2025
- Projected Review Date: 2027
- Motion #/Date: #24-57, September 12, 2024
- Amended Dates: #22-14, Mar. 24, 2022; #23-31, Jun. 22, 2023; #24-57, Sep. 12, 2024
- Associated Documents: Borrowing Policy, Room Rental Policy