BPL Library Board

Agenda

Thursday, October 23, 2025

New Appleby, 6:30 p.m.

Burlington Public Library acknowledges the Treaty Lands of the Mississaugas of the Credit First Nation as well as the Traditional Territory of the Haudenosaunee, Huron-Wendat and Anishinabek peoples. We honour the timeless connection that Indigenous communities and Urban Indigenous residents maintain with the land, water, and sky, recognize their enduring stewardship, and acknowledge our shared responsibility to sustain and protect the earth. Through our collections, programs, and partnerships, Burlington Public Library seeks to amplify Indigenous voices and perspectives, providing opportunities for our community to engage in dialogue, education, and healing.

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. Presentations:

- Board Development: Local History & Burlington Digital Archive
- Draft 2026 Budget Presentation

6. Consent Items

6.1 Open Minutes of September 25, 2025
6.2 CEO Report
6.3 Advocacy Report
6.4 Q3 Metrics

BURLINGTON Public Library

7. Decision Items

7.1 Q3 Financials
7.2 Policy Review:
7.2.1 Fees & Charges Policy

8. Discussion Items - None

9. Information Items - None

10. Closed Session

10.1. Closed Minutes of September 25, 2025

11. Approval of Motions from Closed Session

12. Other Business

13. Next Meeting:

Thursday, November 27, 2025, 6:30 p.m., Frank Rose Room

Burlington Public Library

BPL Board Minutes | September 25, 2025

Attendance

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

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

Regrets: Shayne Lemieux, Councillor Lisa Kearns

Minutes

A meeting of the Board was held on Thursday, September 25, 2025, in the Frank Rose Room at Central Branch.

1. Call to Order

Ashley Cameron, Library Board Vice Chair, called the meeting to order at 6:41 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 25-52, Approval of the Agenda

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the agenda be approved as presented.

CARRIED.

3. Welcome and Intent for Gathering

4. Declarations of Interest – None

5. Consent Items:

5.1. Open Minutes of June 26, 2025
5.2. Open Minutes of September 11, 2025
5.3. CEO Report

5.4. 2025 Customer Satisfaction Survey Report
5.5. Q2 Metrics Repot
5.6. Endowment Fund Statement
5.7. 2026 Library Board Meeting Schedule

Motion 25-53, Consent Agenda Items

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that all items listed under the heading of Consent Items for the Library Board meeting dated September 25, 2025 be adopted as recommended.

CARRIED.

6. Decision Items

6.1. Q2 Financials

Motion 25-54, Q2 Financials

MOVED by Akindayomi Odedeyi, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the 2nd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending June 30, 2025.

CARRIED.

Motion 25-55, Q2 Financials

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve the allocation of $5,000 from the Kids Learning Fund to support the refresh of children's spaces at various branches.

CARRIED.

Motion 25-56, Q2 Financials

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve the allocation of $18,000 of bequest funds to support the renewal of customer furnishings at branches.

CARRIED.

6.2. Annual Library Closures for 2026

Motion 25-57, Annual Library Closures for 2026

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approve the proposed 2026 Open/Closed Library Schedule.

CARRIED.

Jason Manayathu joined the Library Board meeting at 7:10 p.m.

6.3. 2026-2027 Strategic Plan

Motion 25-58, 2026-2027 Strategic Plan

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve the 2026-2-27 Strategic Plan as amended.

CARRIED.

8. Discussion Items - None

9. Information Items - None

Motion 25 - 59, Move into Closed Session

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board move into Closed Session.

CARRIED.

The Library Board moved into Closed Session at 7:16 p.m.

Motion 25 - 60, Move out of Closed Session

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board moved out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session 7:28 p.m.

11. Approval of Motions from Closed Session

Motion 25 - 61, Closed Minutes of June 26, 2025

MOVED by Akindayomi Odedeyi, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approved the Closed Minutes of June 26, 2025, as presented.

CARRIED.

12. Other Business - None

The meeting is adjourned at 7:30 p.m. Motion by Lindsay Zalot.

Chair

Secretary-Treasurer

Next Meeting

Thursday, October 23, 2025, New Appleby Branch

6. Consent Items: 6.2 CEO Report - October Update

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Purpose

The CEO report for October 2025 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

BurLITFestival

Registration is underway for BPL’s 5th Annual BurLITFest. During this month-long celebration of literature, we welcome authors, celebrate books and offer an array of workshops for writers of all ages. This year's festival showcases a wide variety of literary talent including Joy Fielding, Adnan Kahn, Souvankham Thammavongsa, Robert Sawyer and Miriam Toews.

Honouring the National Day of Truth & Reconciliation & Orange Shirt Day

The Truth & Reconciliation Commission specifically highlights the important role libraries play in educating and raising awareness about residential schools. BPL is committed to providing resources and programming to support learning about the legacy of residential schools—and honour the healing journey of survivors and their families.

BPL offered several events including Understanding Orange Shirt Day with Indigenous educator Kate Dickson on September 30, In addition, BPL shared information about events across the community, there were book displays across all branches and BPL offered customers an opportunity to visit the MakerSpace to make an Every Child Matters button to take home and wear.

Telling Tales Festival

BPL was thrilled to be part of the Telling Tales Festival October 4 & 5 at the Royal Botanical Gardens. The weekend festival features over 70 presentations by Canadian authors, illustrators, and storytellers, offering storytimes, music, theatrical performances, and workshops for book lovers from babies to teens.

Ontario Public Library Week

October is Canadian Library Month and October 19 to 26 is Ontario Public Library Week. The theme for this year's [Ontario Public Library Week] is "Libraries for Life." At BPL, we're taking this is a chance to encourage our customers to explore all the ways they can brighten their life with their local library.

Inspire Discovery with Diverse Collections, Services and Spaces

Culture Days

Together with cities across Canada, we celebrate our rich arts & culture scene in Burlington. Culture Days is a national celebration of arts and culture. BPL was fortunate to receive funding from the City of Burlington and will be highlighting a selection of programs and events including: Songs from the Heart on October 9, On Writing Science on September 28 and Japanese Sword Appreciation on September 27. New this year, Burlington Economic Development and Tourism piloted the Bandwango Adventure Pass during Culture Days. This free mobile pass let visitors explore Burlington's cultural attractions, collect points, and redeem prizes.

TeenTober

October is TeenTober at BPL. Celebrated by libraries every October, TeenTober aims to recognize teens and promote year-round library services. BPL is celebrating with great programs on offer to help teens build the skills to support their goals. A new program Teen R & R was launched as meetup just for teens. This drop in program is a chance to hang out, recharge, and have fun.

Create a Workforce Culture Driven by our Organizational Values

Staff Social

BPL's annual Staff Social was held on Friday, September 26 at the New Appleby branch. This annual event is an opportunity for colleagues to gather and connect. Library Board members and Staff were invited to bring along their families. It was a wonderful evening of food and fellowship.

Report Author
Respectfully submitted: Lita Barrie, Chief Executive Officer

6. Consent Items: 6.3 Advocacy Report

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Purpose

To provide the Library Board an update on BPL’s advocacy activities.

Background

BPL’s Board Governance calendar and workplan includes bi-annual reports to the Board summarizing key advocacy activities. In doing so, the Board is committed to supporting the advocacy work happening at the Federal and Provincial levels and identifying Board priorities at the municipal level.

Over the course of the summer and fall, BPL has continued to be engaged in a variety of advocacy efforts municipally, provincially, and federally.

Municipal Advocacy Initiatives

- City Council was invited to the Special Welcome and Tour of the new New Appleby Branch on opening day Monday, September 15. Mayor Meed Ward, Councillor Kearns and Councillor Sharman were able to attend.
- Staff attended the City of Burlington’s Ward 1, Ward 4 and Ward 6 budget consultations.

- Staff participated in a consultation as part of the City of Burlington's 25-Year Vision and Strategic Plan - Horizon 2050: Horizon 2050 is the City of Burlington's strategic plan for the next 25 years. Residents are encouraged to share their ideas through the online survey at getinvolvedburlington.ca/horizon2050
- Staff continue to notify Ward Councillors of any service disruptions within their ward.

Provincial Advocacy Initiatives

- The Ontario Government has announced that they are investing an additional $78,000 into the Internet Connectivity Grant. With this increase, all First Nation Public Libraries (FNPLs) and additional rural libraries will now have full support to maintain high-speed internet service for their communities.
- The Federation of Ontario Public Libraries (FOPL)has launched their Strategic Plan 2025–2029. The new plan was informed by a consultation process involving members, partners, and stakeholders. The plan is structured around three core priorities:
    - Advocacy & Influence — Advancing policy initiatives and representing library interests across all levels of government.
    - Marketing Public Library Value & Impact — Promoting library services and outcomes through targeted communications, data-driven tools, and collaborative public campaigns.
    - Training & Development — Facilitating skills development for boards, staff, and leadership through seminars, webinars, workshops, and trustee training resources, in partnership with organizations such as OLA and OLS.

  For more information, the complete plan is available at https://fopl.ca/strategic-plan/.

Federal Advocacy Initiatives

- In September, the CEO attended a Democracy Forum at Toronto Metropolitan University with Canada's First Minister of AI Evan Solomon to discuss Canada's AI Strategy. The CEO, alongside the heads of Pickering and Waterloo Public libraries, sent a follow-up letter to the Minister's office highlighting how Canadian public libraries can contribute.
- The Canadian Urban Libraries Council (CULC) held its fall meeting in Winnipeg in October. Current initiatives include the Safety and Security Toolkit, Futures Lab,

and the National Public Library Impact study with BPL's participation that set to conclude in early 2026. CULC will begin new strategic planning that year.

- In the past 18 months, the Canadian Federation of Library Associations (CFLA) has implemented transformative changes to boost CFLA’s strategic relevance and sustainability. Efforts included improving member engagement, developing partnerships, updating financial management, and redesigning internal record keeping and information management. A new Communications Strategy was completed to foster broader member and community involvement.

Financial Considerations

Ongoing advocacy with key government stakeholders is part of effective financial stewardship.

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 local, provincial and national advocacy positions BPL to better provide equitable service to our customers by safeguarding the stability of the organization and identifying ways by which risks may impact equity and access to library services.

Sustainability Considerations

BPL’s Sustainability Plan focuses on climate change mitigation, adaptation and climate equity considerations. Sustainability and climate change are key areas of focus both municipality and federally.

Risk Management

The regular review of advocacy work by the Board provides oversight, allowing the Board to assess the effectiveness of activities and use of resources, measure progress towards annual goals and strategic plan implementation.

Policy

Related policy includes the Board By-Law.

Respectfully submitted: Lita Barrie, Chief Executive Officer

6. Consent Items: 6.4 Quarterly Reports

Purpose

To provide the Library Board with the quarterly information update reports for Q3 2025.

Background

Third cycle for the quarterly reports for 2025.

Discussion

Performance Measures

Q3 performance was generally strong. Since this report shows cumulative year-to-date totals, we're seeing the impact of the Aldershot branch closures. There were increases in in-person visits and digital circulation, while there were continued declines in new membership, physical circulation, and programming. Staff are exploring the trends in new memberships. The new strategic plan has several objectives that will target physical circulation and programming.

During Q3, there was a 12% increase in online visits. This increase is primarily related to a blast of bot activity between mid-August and mid-September, automated traffic from the United States significantly increased our catalogue visits. Staff have made adjustments to curtail this activity.

Strategic Plan

The Strategic Plan report identifies the key initiatives to be completed in 2025 along with the target measures and projected timelines.

Governance Calendar and Annual Workplan

Each year, the Library Board establishes major governance responsibilities and key objectives, which are tracked through a governance calendar and work plan. These documents are updated quarterly to monitor progress throughout the year. The Board has completed most third quarter deliverables. A few items have been to the fourth quarter or first quarter of 2026 to better align with external factors.

HR and H&S Update

The summary page highlights the key insights related to Q3.

Financial Considerations

An ongoing monitoring of performance measures and key indicators is part of effective financial stewardship.

Strategic Implications

These reports seek to align with the current strategic plan to enable the Board to monitor and ensure that the Library is advancing strategic priorities.

Equity, Diversity & Inclusion Considerations

Quarterly performance reports positions BPL to better provide analyze those equitable services are being provided to our customers. Guided by our strategic priorities, staff are identified metrics that will allow BPL to monitor progress in advancing equity, diversity, and inclusion both internally as an organization and in the provision of services to the community we serve.

Sustainability Considerations

BPL's Sustainability Plan focuses on climate change mitigation, adaptation and climate equity considerations. The Governance calendar and Strategic plan reports track actions and initiatives in support of this plan.

Risk Management

The regular review of the quarterly performance reports by the Board provides oversight, allowing the Board to assess the effectiveness of activities and use of resources, measure progress towards budget goals and strategic plan implementation.

Policy

There is no applicable policy.

Respectfully submitted by: Lita Barrie, Chief Executive Officer

PERFORMANCE MEASURES INDICATORS

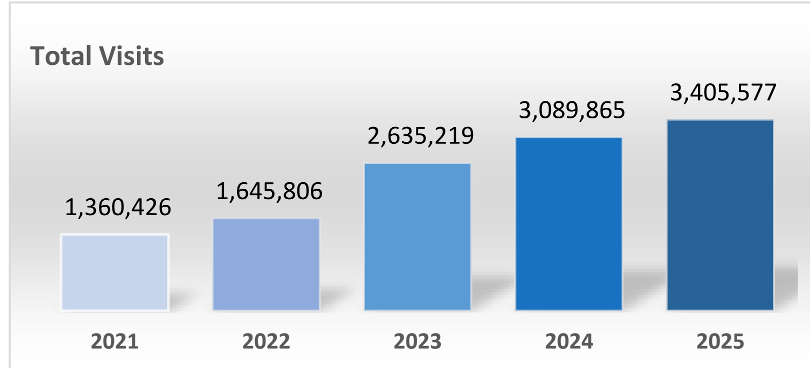
BURLINGTON PUBLIC LIBRARY

YTD Third Quarter 2021-2025

Total Visits

The total number of in-person and online visits

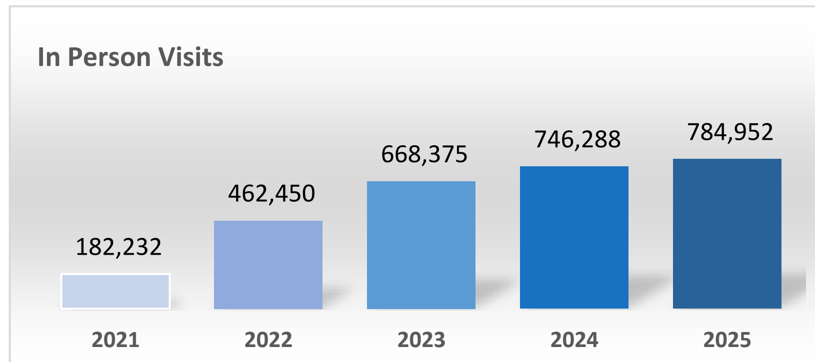
Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
3,405,577	**10%**	**29%**	**107%**	**150%**



In-Person Visits

Number of in-person visits to BPL's branches

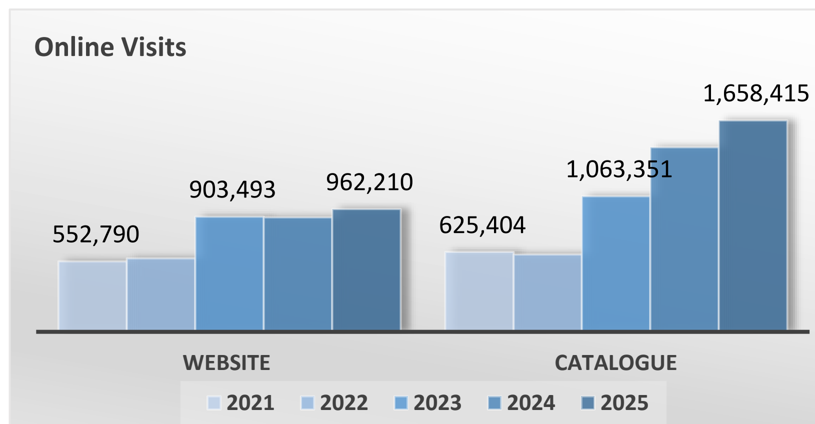
Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
784,952	**5%**	**17%**	**70%**	**331%**



Online Visits

Number of visits to BPL's website & catalogue

Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
2,620,625	**12%**	**33%**	**121%**	**122%**



PERFORMANCE MEASURES INDICATORS

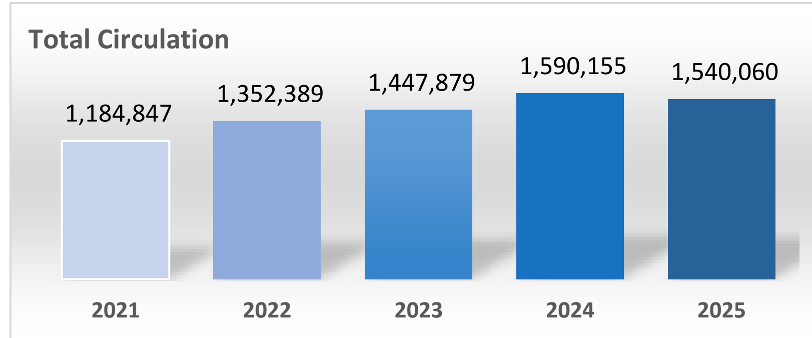
BURLINGTON PUBLIC LIBRARY

YTD Third Quarter 2021-2025

Total Circulation

The total of physical and digital circulation

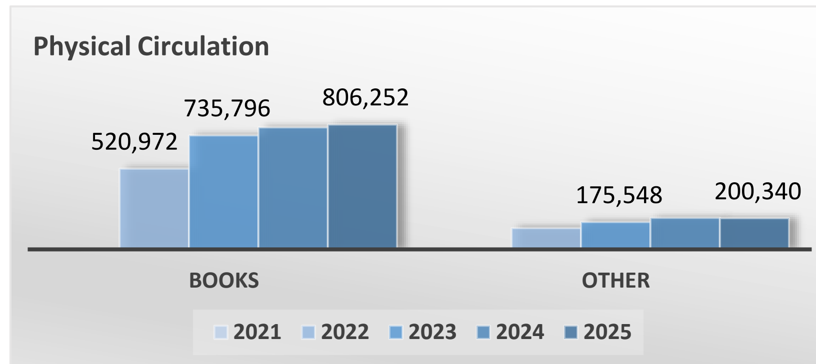
Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
1,540,060	-3%	6%	14%	30%



Physical Circulation

Number of customer checkouts and renewals

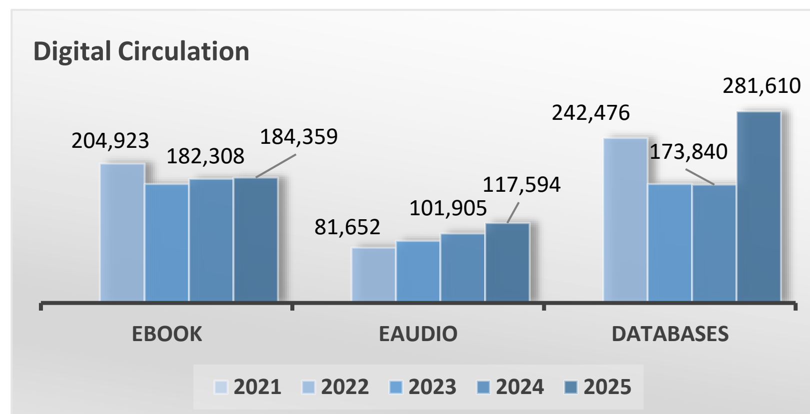
Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
946,959	-6%	-4%	4%	44%



Digital Circulation

Number of electronic checkouts

Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
593,101	2%	29%	34%	12%



PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

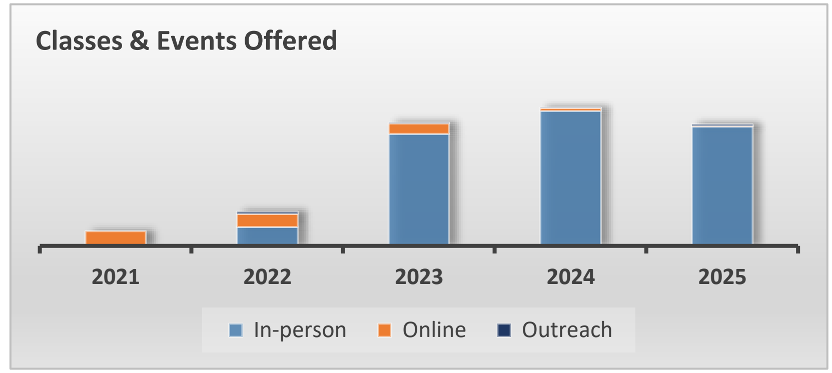
YTD Third Quarter 2021-2025

Classes & Events Offered

Number of classes and events offered

Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
2,788	**-12%**	**-1%**	**254%**	**732%**

YTD	In-person	Online	Outreach
2021	-	335	-
2022	437	299	52
2023	2,574	237	14
2024	3,098	68	10
2025	2,741	16	31

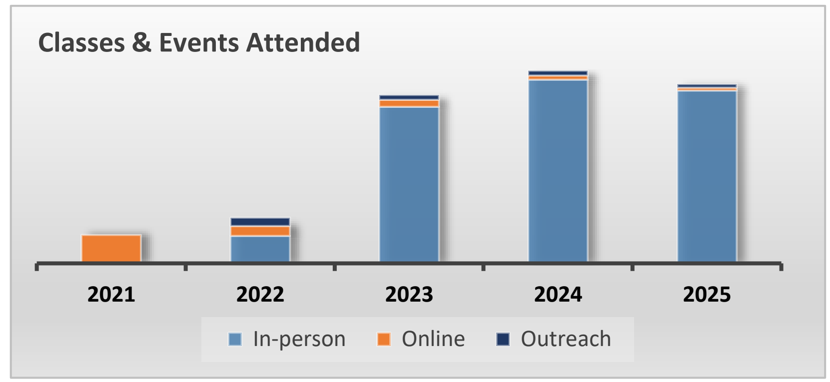


Classes & Events Attended

Attendance at classes and events offered

Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
64,642	**-7%**	**6%**	**292%**	**532%**

YTD	In-person	Online	Outreach
2021	-	10,223	-
2022	9,951	3,573	2,985
2023	56,529	2,470	1,798
2024	66,256	1,530	1,795
2025	62,352	1,019	1,271

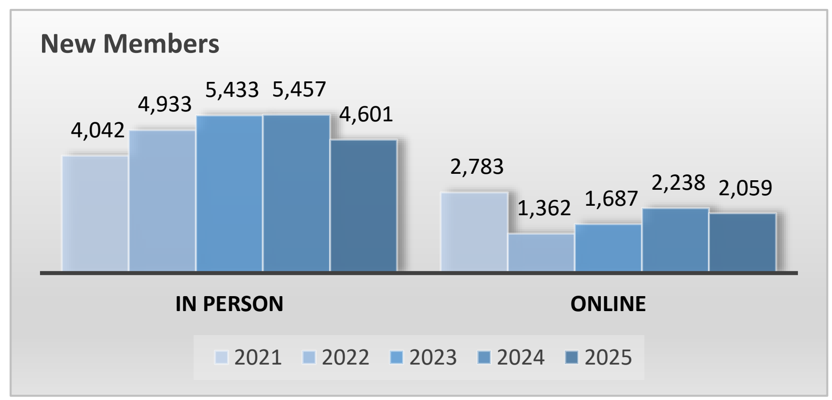


New Members

Number of created in-person & online memberships

Q3 Total	Change 2024	Change 2023	Change 2022	Change 2021
6,660	**-13%**	**-6%**	**6%**	**-2%**

Total Cardholders 119,925



PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

YTD Third Quarter 2021-2025

Term	Definition
Total Circulation	all physical library items and circulating digital items checked out and renewed
Physical Circulation	all physical library items checked out and renewed in person and online
Book Circulation	checkout and renewal of all items in book format, including book kits
Other Circulation	checkout and renewals of all physical items, excluding books
Digital Circulation	all circulating electronic/digital items checked out and renewed online; eBook, eAudiobook and circulating databases
eBook Circulation	checkout of eBooks accessed through Overdrive and Hoopla from BPL and the More to Borrow partner libraries
eAudiobook Circulation	checkout of eAudiobooks accessed through Overdrive and Hoopla from BPL and the More to Borrow partner libraries
Database Circulation	circulating electronic resource subscriptions for information, courses and entertainment (e.g. eMagazines, Pressreader, LinkedIn Learning)
Checkouts	items signed out of the library using a library card, either physical or digital
Renewals	extending time items are checked out without returning the item
New Members	new library card registrations both in person and online
In-person Members	customers who registered for their library card in a library branch
Online Members	customers who registered for their library card online through library website
Total Cardholders	all library cardholders from the past 5 years
Programs & Events Offered	programs and events the library provided to the community; in-house, online and outreach
Programs & Events Attended	customers and members of the community that attended programs and events the library provided; in-house, online and outreach
Programs & Events - In-house	programs run within the library led by a staff member or partnered with a community organization
Programs & Events - Online	programs run virtually either live or previously recorded
Programs & Events - Outreach	library staff go out into the community to events to promote the library service and/or programs
Total Visits	total of in-person visits to BPL branches and online visits to the library website and the library catalogue
In-Person Visits	customers entering the library branches
Online Visits	customers access the library website and the library catalogue through a computer or device
Website Visits	customers access the library website through a computer or device
Catalogue Visits	customers access the library online catalogue through a computer or device

BURLINGTON Public Library

2021-2025 Strategic Priorities

1. Enhance community well-being.

Strengthen relations with community partners to support community needs through programming and other library services.

- Anti-racism & inclusion
- Healthy living with active aging focus

Enable the Library to make informed and data driven customer services and budgetary decisions.

- Systems for collecting, segmenting, analyzing, and reporting data
- Measurable Key Performance Indicators (KPIs)

Enhance and support digital inclusion and literacy through the continued research, development, and delivery of technology for use in and outside of the library.

- Access to digital technology as a priority
- Current & emerging software and equipment

Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.

- Efficiency of operating systems: Lighting & temperature controls
- Reducing waste

2. Inspire discovery with diverse collections, services, and spaces.

Develop audience-specific strategies to increase public access and their engagement with reading & library services.

- Staff-led reading & collections recommendations
- Diverse and inclusive collections and services
- Review customer feedback and trends

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

Extend our physical presence in the community.

- Larger branch capacity in New Appleby catchment area
- Reimagined accessible and alternate service points

3. Create a workforce culture driven by our organizational values.

Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation, and learning.

- Renewed performance & learning approach
- Technology knowledge as a priority

Create a positive, welcoming, and memorable journey for all customers.

- Customer first culture
- Customer satisfaction KPIs

Strategic Impact Goals, Measures & Targets

Community Well-being | *Inspire Discovery* | *Workforce Culture*

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;
2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.
3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

OVERARCHING SUCCESS MEASURES & 5 YEAR TARGETS:		2025 Target	2019 Benchmark	Definition of KPI
1. Our **REACH**	5% increase	97,694	93,042	#Active Memberships; #New memberships; # Partnerships & Social Media Engagement; #Outreach participants
2. Our **USE**	10% increase	5,622,048	5,110,953	#CKO, #Visits (in person & online), Program Attendance; WIFI & PAC Usage
3. Our **VALUE**	maintain high value return to pre-COVID economic impact	$371 per resident	$371 per resident	BPL utilized the economic impact developed by the Martin Prosperity Institute in partnership with the Toronto Public Library

BENCHMARK YEAR FOR TARGETS WHERE DATA IS AVAILABLE: 2019

Strategic Impact Goals, Measures & Targets

Community Well-being

Inspire Discovery

Workforce Culture

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;
2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.
3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

		2024 % Change
1. our **REACH**	5% increase	+274%
2. our **USE**	10% increase	+36%
3. our **VALUE**	maintain high value	$318 per resident

Strategic Plan Scorecard with 2025 Initiatives & Targets – Q3 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Customers/Stakeholders	*C1*	Strengthen relations with community partners to support community needs through programming and other library services.	Completion	Implement assessment rubric	Implement Collaboration & Outreach Framework to assess and nuture partnerships that align with BPL's mission, vision, and values	Q4
	C3	Extend physical presence in the community	Increase our reach	Open new New Appleby location 2025	Move to new location in fall 2025	Completed Branch opened Sept 15,2025
	C4	Create a positive, welcoming and memorable journey for all customers	Customer satisfaction survey	Maintain 90% or higher agreement with statement: The Library has a positive impact on my life.	Customer Satisfaction Survey to add strategic planning component for 2025	Completed 94% agree the Library has a positive impact on their life

Strategic Plan Scorecard with 2025 Initiatives & Targets – Q3 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Internal Business Processes	B1	Enable BPL to make informed and data driven customer services	Access to service data to inform planning	Completion	Using collections data to inform and report on purchasing decisions in response to the evolving economic climate	Q4
		Using an equity lens, create a strategic roadmap for our physical space, reimagined use, flexibility and design of BPL spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.	Customer satisfaction with library spaces	Completion	Advance Central Wayfinding Project to unify BPL's approach to accessible signage and service navigation. Pivoting away from digital wayfinding kiosks, inform next steps based on Rick Hansen Accessibility Certification Program and AI .	Q4
		Enhance and support digital inclusion & literacy through the continued research, development, and the delivery of technology for use in and outside of the library.	Customer satisfaction with technology services - Customer survey	Increase by 2% over 2022 Customer survey result of 63% by 2025	Launch Alton MakerStation	Complete launched July 23, 2025
	B2				Implement 2025 actions from Digital Equity Plan	Q4
	B3	Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.	Define measures and targets	Completion	Complete BPL Sustainability Plan 2025 Action item	Q4

Strategic Plan Scorecard with 2025 Initiatives & Targets – Q3 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Learning & Growth	*L1*	EDI Systemwide training Program	Great Place to Work data - Training & Development Indicator	100% completion first 3 months of employment	Implement EDI system training as part of onboarding process for all new employees	Q4
	L2	Increase BPL staff technology knowledge as a priority	Bridge Survey	Benchmark against 2024	Implement 2025 actions from Digital Equity Plan	Q4
	L3	Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation and learning	Great Places to Work Certification - annual employee engagement survey rating	Achieve Great Places to Work certification annually with overall trust index average rating exceeding 80%.	Great Places to Work Survey scheduled for November 2025	Q4
Financial Stewardship	*F1*	Enable BPL to make informed and data driven customer services and budgetary decisions	Operating Budget	2026 Approved budget	Achieve 2025 Business Service Plan within approved operating budget guidelines.	Q4
			Capital Budget	2026 Approved budget	Complete 2025 Capital Projects as outlined	Q4
			Economic Impact	return to pre-Covid values	2024 Economic Impact report to Library Board in April 2025.	Completed - Increased per resident value from $303 to $318

Burlington Public Library

Library Board –2025 Governance Calendar & Workplan FINAL

Task or Deliverable	Area of Focus	Target date	Status	Notes
Q1				
Board Self-Evaluation Report	Governance	January	complete	
Annual Board Approval of the Health & Safety Policy	Governance	January	complete	
Audit Meeting - Prepare for 2023 Audit	Audit/Risk Management	January	complete	no formal meet reviewed audit plan via email
Review Q4 2024 Metrics Reports	Governance	January	complete	
Approve Q4 2024 Financial Statements	Financial Oversight	January	complete	
Attend Ontario Library Association SuperConference	Board Development	January	complete	Optional
Executive& Committee Elections	Governance	January	complete	
Receive 2024 Requests for Reconsideration Report	Governance	February	complete	
Board Retreat	Strategic Planning	February	complete	
CEO Performance Review	Governance	Feb/Mar	complete	
IT & Digital Equity Report	Governance	March	complete	Digital Equity report presented in March IT part of Risk Plan
Review General Human Resources Policy	Policy Review	March	complete	
Board Development: Service Pillars	Board Development	March	complete	Shared at February meeting
Q2				
Approve Q1 Financial Statements	Financial Oversight	April	complete	
Review Q1 Metrics Reports	Governance	April	complete	
Review Risk Management Policy	Policy Review	April	complete	approved April 24, 2025
Review Finance Policy	Policy Review	April	complete	approved April 24, 2025
Board Development: Makerspaces	Board Development	May	deferred	delayed until Q4
Review & Approve 2024 Audited Statements	Audit/Risk Management	April or May	complete	approved April 24, 2025
Review Senior Management 2024 Expenses	Audit/Risk Management	April or May	complete	
Review 2024 Risk Management Report & 2025 Plan	Audit/Risk Management	April or May	complete	
Receive 2024 Economic Impact Statement & Annual Report	Governance	April or May	complete	
Approve Comprehensive Facilities Plan	Strategic Planning	May	deferred	delayed until Q4
Receive Advocacy Report	Governance	May	complete	
Review Draft 2026-2027 Strategic Planning	Governance	June	complete	
Board Development: New Appleby Relocation	Board Development	June	complete	
Review Programming & Partnership Policy	Policy Review	June	in progress	Programming policy approved June 26, 2025 Partnerships Policy to be reviewed in Q4
Q3				
Receive Q2 Financial Statements by email	Financial Oversight	August	complete	
Approve Q2 Financial Statements	Financial Oversight	September	complete	Approved September 25, 2025
Approve annual Library Closures Calendar for 2026	Governance	September	complete	Approved September 25, 2025
Approve 2026 Capital Budget Submission	Financial Oversight	September	complete	Approved September 11, 2025
Approve 2026 Operating Budget Submission	Financial Oversight	September	complete	Approved September 11, 2025
Approve 2026-2027 Strategic Plan	Strategic Planning	September	complete	Approved September 25, 2025
Received 2025 Customer Satisfaction Survey Report	Strategic Planning	September	complete	Received September 25, 2025
Receive Q2 Metrics Reports	Governance	September	complete	Received September 25, 2025
Review Fees & Charges	Policy Review	September	complete	Approved September 11, 2025
Q4				
Approve Q3 Financial Statements	Financial Oversight	October		
Receive Q3 Metrics Reports	Governance	October		
Receive Advocacy Report	Governance	October		
Receive the Multi-Year Accessibility Plan Report	Governance	October		Deferred to Q1 2026
Receive Sustainability Plan Report	Governance	October		Deferred to November
Review Accessibility Policy	Policy Review	October		Deferred to Q1 2026
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		Deferred to Q1 2026
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		

Staffing & Recruitment

Headcount	
Full Time	58
Part Time	78
Total	**136**

Organizational Voluntary Turnover Rate				
Q1	**Q2**	**Q3**	**Q4**	**YTD**
1.44%	0.71%	5.07%		**7.21%**

Recruitment – At a glance					
	Q1	**Q2**	**Q3**	**Q4**	**YTD**
Number of Positions Posted**	5	11	3		**19**
Number of Applicants	978	2953	608		**4,539**
Number of Positions Hired – Externally	3	6	3		**12**
Number of Positions Hired – Internally	2	7	1		**10**
Number of Positions Not Filled	0	0	0		**0**
Fill Rate	100%	100%	100%		**100%**
90 Day Retention Rate	100%	100%	100%		**100%**
1 Year Retention Rate ***	100%	67%	75%		**80%**

Staff Health and Wellness

Health and Safety					
Type	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
First Aid Injuries	2	2	1		**5**
Lost Time Injuries *	1	0	0		**1**
WSIB Injuries	1	0	0		**1**
Staff on STD	1	1	1		**3**
Staff on LTD	0	0	0		**0**

Onboarding Survey

Participation Rate
100%

Overall Onboarding Score
95%

Summary Page

Recruitment

** There were 3 positions posted, but 4 candidates were hired. One posting had multiple vacancies.

*** Eight staff members were hired in Q3 of 2024; two of them left before reaching their one-year anniversary.

Health and Safety

* The 1 approved WSIB claim also resulted in lost time; they are the same claim.

7.Decision Items: 7.1 Q3 Financial Statements

Recommendation

THAT the Library Board approve the 3rd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending September 30, 2025.

Purpose

To seek the Board's approval of the Q3 Financial Statements.

Discussion

Attached are copies of the Operating, Capital and Other Funds Financial Statements for the period ending September 30, 2025. Please see the comment section for each statement for details of variances and expectations for the remainder of 2025.

Strategic Implications

Regular financial reporting against budget 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, and 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

Regular review of financial statements by the Board provides oversight and ensures processes stay up to date and in line with best practices.

Report Author(s)

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

Burlington Public Library
Capital Reporting
September 30, 2025

Description	2025 Opening Balance	2025 Funding	Q1	Q2	Q3	Q4	2025 YTD Spending	LTD Remaining Funding	Year of O/S Funding
Capital Reserve Fund*	1,456,761	- 815,126.00					- 815,126	641,635	n/a
Technology Renewal	183,500	313,000	49,633	48,594	99,177		197,404	299,096	2025
Collections Expansion	-	60,500					-	60,500	2025
Strategic Initiatives	10,522	-	1,407	9,116			10,522	-	n/a
Facility Renewal	410,871	83,000		72,311	2,544		74,855	419,016	2024: $336K 2025: $83K
Central Infrastructure	2,199,039	285,126		10,381	1,632		12,013	2,472,153	2024: $2,188.8K 2025: 285K
New Appleby Project	798,715	650,000		29,672	527,098		556,771	891,945	2023: $798.7K 2025 $93.2K
	3,602,648	**1,391,626**	**51,040**	**170,073**	**630,452**	**-**	**851,565**	**4,142,709**	
							TOTAL CAPITAL FUNDING	**$ 4,784,344**	

Funding Sources	
COB (IRRF, CFC)	521,500
COB (Development Charges)	55,000
BPL Reserve Fund	815,126
Total per Budget	1,391,626

Capital Reserve Fund - Restrictions		
Balance		641,635
Central Infrastructure Project	-	106,566
Bequest Funds	-	300,000
MakeSpace renewal funds	-	9,461
Unrestricted Balance		225,609

Board Approved use of Bequest Funds	
New Appleby technology	75,000
Children's areas technology and furniture	125,000
Public furniture at Central	70,000
History Walk (replaces bell)	30,000
Total per Budget	300,000

Burlington Public Library
Capital Reporting Comments
September 30, 2025

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of $106.6K for the Central Infrastructure project (2024 surplus & interest), MakerSpace equipment renewal funding of $9.5K and $300K from bequests set aside for various projects as listed at the bottom of the Capital statement. A change to the use of these funds would require Board approval. The remaining $225.6K is available for funding projects in 2026 and beyond per the capital budget.
Technology Renewal	Lifecycle replacement of technology including self checks, early literacy stations, servers, computers/tablets, RFID pads, UPS, and peripherals used for staff and public internet machines.	2025 spending YTD was focused on lifecycle replacement of computers, tablets & components ($63.1K), network switches and UPS ($35.4K), technology for the new New Appleby branch ($23.3K), servers for ILS ($44.9K), RFID pads/selfchecks ($20.5K), phone system components ($4K), TV replacement ($2.7K), and Makerspace equipment ($3.5K).
Strategic Initiatives	Strategic Plan initiatives, Alton Creative Space development	This funding was used to implement a MakerStation at Alton to extend access to some Makerspace-style equipment. This project aligns with Strategic Plan priority #2 - Inspire discovery with diverse collections, services, and spaces.
Facility Repair & Renewal	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	The data centre HVAC system has been replaced ($46K) and the replacement of the fire alarm panel and system devices is occurring in October, at a cost of approximately $50K. Bins to replace the hydraulic external book drops have been purchased ($28.9K), with remaining implementation costs of $12.7K to be spent in Q4. This account includes funding ($291K) for the roof and HVAC replacement at Brant Hills which is being project-managed by COB and which has been paused until 2026.
Central Infrastructure Project	Lifecycle replacement of building systems including HVAC, roofing, and skylights	The project implementation is being completed by COB and YTD spending is $12K. At this time, the expectation is that Phase 1 will be completed in spring/summer 2026.
New Appleby Project	Movement of New Appleby Branch to Bateman site	Construction costs for this project have been funded to Class C estimates ($2,350K). The construction costs are included in the overall construction project being managed by COB. As of Q2, no additional spending has been recorded by COB. Spending from the FF&E portion ($650K) of the funding totaling $556.8K has occurred YTD. It is anticipated that all funding in this account will be spent out by end of 2025.

Burlington Public Library
Other Fund Reporting
September 30, 2025

Description	2025 Opening Balance	2025 Funding	Q1 Spending	Q2 Spending	Q3 Spending	Q4 Spending	2025 YTD Spending	Fund Balance
Unrestricted Operating Reserve Funds	$ 284,893						$ -	$ 284,893
Kids Learning Fund	$ 13,819	$ 7,545	$ -	$ 2,991			$ 2,991	$ 18,373
Think Big for Burlington Fund	$ 1,603	$ -	$ -	$ -			$ -	$ 1,603
Preserve Our History Fund	$ 6,903	$ -	$ -	$ -			$ -	$ 6,903
TOTAL OPERATING RESERVE FUND	$ 307,219	$ 7,545	$ -	$ 2,991	$ -	$ -	$ 2,991	$ 311,772
BPL ENDOWMENT EARNINGS	$ 6,828	$ 5,040	$ -	$ -			$ -	$ 11,868
SCHICK ENDOWMENT EARNINGS	$ -	$ 1,003	$ -	$ -			$ -	$ 1,003.06
McEWEN ENDOWMENT EARNINGS	$ 50,909	$ 17,792	$ 208	$ 4,762	$ 3,996		$ 8,966	$ 59,735
BROADBENT ENDOWMENT EARNINGS	$ 18,242	$ 8,404	$ 4,333	$ 4,123	$ 3,818		$ 12,274	$ 14,372
CLAY ENDOWMENT EARNINGS	$ 19,292	$ 4,007	$ -				$ -	$ 23,299
ISBISTER ESTATE FUND EARNINGS	$ 34,412	$ -	$ 613	$ 1,121	$ 1,718		$ 3,452	$ 30,961
E&R BIRD FUND	$ 875	$ 1,373	$ -				$ -	$ 2,248
COLLECTIONS DONATIONS	$ 1,525	$ 1,911	$ -	$ 473	$ 2,148		$ 2,621	$ 816
GENERAL DONATIONS	$ -	$ 2,362	$ -	$ -			$ -	$ 2,362
TOTAL OTHER FUNDS	$ 439,302	$ 49,437	$ 5,154	$ 13,469	$ 11,680	$ -	$ 30,303	$ 458,435

Burlington Public Library
Capital Reporting Comments
September 30, 2025

Fund Name	Description	Comments
Operating Reserve Fund	To assist a sudden increase in expenses, one-time unbudgeted expenses, or unanticipated situations. Funds may be set aside by the Board to assist with anticipated circumstances where the impact is unknown. (e.g. Job Evaluation Project). This reserve fund earns interest annually.	The reserve fund balance includes Board-restricted funds for the Kids Learning Fund, Preserve Our History Fund, and Think Big for Burlington Fund. The 2025 budget does not include the use of any of the unrestricted balance of this reserve fund. The opening balance includes 2024 interest earned on the reserve fund.
Kids' Learning Fund	This fund supports literacy and STEAM programming, our children's collection, and upgrades to our children's areas.	Annually, with Board approval these donations will be moved to the Operating Reserve Fund where they will remain and accumulate until sufficient funding exists to implement a project in line with the fund(s) purpose. The Board approved the use of up to $3,000 from the Kid's Learning Fund to suplement Summer Reading Club spending. A total of $2990.88 was spent on this initiative. The Board has approved the use of $5K from the Kid's Learning Fund in support of the refresh of children's areas in each branch.
Think Big for Burlington Fund	This fund supports innovation-related projects that advance BPL's Strategic Plan and objectives.	
Preserve Our History Fund	This funds digitization and local history initiatives so more people can learn about our community's heritage.	
BPL Permanent Endowment Fund	Established in 2008 to provide an ongoing source of revenue to support and enhance library services.	The funding received in 2024 is allocated to the preparation of the new strategic plan in 2025.
Wendy Schick Endowment Fund	Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.	Thus fund is used to assist with the cost of sending Librarians through the Public Library Leadership (PLL) program. For the 2025-2027 cohort, one BPL Librarian will be participating and a portion of the tuition fees will be covered with this funding.
Millicent McEwen Endowment Fund	Established in 2003 to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.	A portion of this funding is used annually to support the collections budget as well as the purchase of other resources in line with the intent of the fund.
Mae Beatrice Broadbent Endowment Fund	Established in 2015 to be used for the purchase of Library accessible format collections.	A portion of this funding is used annually to support the collections budget.
Margaret Clay Endowment Fund	Established in 2019 to the benefit of BPL's media collections.	A portion of this funding is used annually to support the collections budget.
John Isbister Estate Fund	In 2011, the Board was a beneficiary of an equal share of the Estate of John Isbister to be used to purchase non-fiction materials.	A portion of this funding is used annually to support the collections budget.
Ethel & Roly Bird Fund	For storage costs, incurred maintenance of, and eventual cost of public access to the Roly Bird memorabilia collection.	In 2023, the collection was digitized and posted. Future funding will benefit the ongoing physical/digital storage costs for the collection.
Collections Donations	Donations received with specific collection purposes identified.	These donations support donor-specific collection purchases and are typically received through the Pay It Forward or Honour With Books channels.
General Donations	Donations received with no specified use for the funds.	These donations support the general operations of BPL. In 2024, the Board approved the transfer of general donations to the Preserve Our History Fund.

Burlington Public Library
Operating Statement
September 30, 2025

	2025				2024				
	Total Budget	**September 30 YTD Actual**	**% of Total Budget**	***YE Projection***	**Total Budget**	**September 30 YTD Actual**	**% of Total Budget**	**December 31 2024 Actual**	
REVENUE									
City of Burlington	12,337,734	9,490,565	76.9%	*12,337,734*	11,920,516	9,169,628	76.9%	*11,920,516*	
Province of Ontario	229,403			*229,403*	229,403	-		*229,403*	
Library Generated	180,747	168,046	93.0%	*220,820*	156,444	159,509	102.0%	*231,397*	
Total Revenue	**12,747,884**	**9,658,611**	**75.8%**	***12,787,957***	**12,306,363**	**9,329,137**	**75.8%**	***12,381,316***	
EXPENSES									
Salaries	7,511,016	5,443,978	72.5%	*7,499,263*	7,280,275	5,261,782	72.3%	*7,249,952*	-
Employee Benefits	2,067,553	1,465,794	70.9%	*2,025,810*	2,099,300	1,442,857	68.7%	*1,911,719*	-
Operating Reserve Transfer				*-*	(169,037)	-			
Staff Education	105,000	67,147	63.9%	*105,000*	105,000	59,634	56.8%	*95,704*	
Total Employee Costs	**9,683,569**	**6,976,919**	**72.0%**	***9,630,073***	**9,315,538**	**6,764,273**	**72.6%**	***9,257,375***	
Materials	1,175,000	936,405	79.7%	*1,175,000*	1,175,000	862,076	73.4%	*1,176,121*	
Operating Costs	346,190	261,096	75.4%	*359,998*	370,510	262,100	70.7%	*358,178*	
Building Costs	1,020,160	735,353	72.1%	*1,073,162*	934,870	715,459	76.5%	*999,617*	
Automated Systems	522,965	460,156	88.0%	*522,965*	510,445	426,274	83.5%	*510,577*	
Total Expenditures	**12,747,884**	**9,369,929**	**73.5%**	***12,761,198***	**12,306,363**	**2,265,909**	**18.4%**	***12,301,869***	
Revenue less Expenditures		**288,682**		***26,759***		**298,955**		***79,447***	

Burlington Public Library
Operating Statement Comments
September 30, 2025

REVENUES:

City of Burlington

Funding from the City of Burlington is budgeted at 3.5% higher than 2024 based on the operating grant awarded to the Library for 2025.

Provincial Grant

The annual provincial grant is typically received by November.

Library Generated

Library-generated revenue represents 1.4% of the overall budgeted revenue for BPL. The YOY increase as of Q3 is primarily related to Makerspace ($2.7K), Room Rental ($4.5K), Lost Materials ($1K), metal recycling ($0.7K), interest earned ($0.5K) and sale of old BPL truck ($4.9K) offset by a reduction in employment grants ($3.7K) and in Printing services ($2.7K). In 2024, many HPL customers were visiting BPL for printing needs while HPL was closed due to cyber incident. Revenue projections consider YTD trends.

EXPENSES:

Salaries & Benefits

Employment costs for 2025 are expected to be slightly less than budgeted due to gapping and the application of the final benefit rates which weren't known at the time of budget preparation. Throughout the year, the salary budget template is updated to reflect changes in staffing or positions as they occur to assist staff in monitoring the overall budget impact. Each time a vacancy occurs, staff carefully review the vacant position against organizational needs to determine if the posted role needs to be updated or entirely different than the recently vacated position. In line with this review process, part-time cleaning positions vacated by attrition are being replaced with vendor cleaning services and reflected in the projections for building costs below.

Staff Training & Educational Assistance

The annual training budget is expected to be fully spent in 2025. YTD spending has been focused on the OLA Conference, First Aid training, EDI training, cyber security training, AI training and annual access to HR Downloads and other on-boarding training portals as well as costs associated with the upcoming Staff Development Day.

Library Materials

Burlington Public Library
Operating Statement Comments
September 30, 2025

The Collections budget is expected to be fully spent in 2025. As is typical, YTD spending is tracking ahead of budget due to the front-loading of annual subscription fees for the year. Compared to 2024, spending is higher due to primarily to the addition of ASL package to Mango Languages ($3K), introduction of eBooks to Hoopla service ($14K), additional Ontario parks passes ($3K), generally higher spending on digital collections through Overdrive, and purchasing materials in advance of rumoured tariff implementation.

Operating Costs

Operating costs are in line with 2024 spending YTD and expected to be overspent by approximately $14K for the year. The overspend is tied directly to the increase in MakerSpace materials and printing supplies associated with higher anticipated revenue for the year. The Operating Cost budget for 2025 was reduced to reflect the change in print management system and use of the operating reserve to purchase the new BPL truck.

Building Costs

Building costs are higher than 2024 YTD by approximately $20K associated with an increase in cleaning contracts. With consideration of planned projects for the remainder of the year, it is expected this category will be over budget in 2025 overall due to the outsourcing of cleaning contracts. This increased cost is directly offset by a reduction in staff costs associated with attrition.

Automated Systems

Any prepaid IT subscriptions or services are captured in Q1, resulting in front loading of the costs compared to the rest of the year. It is anticipated that spending for the whole year will be in line with budget. YTD spending is higher primarily due to annual increase in ILS cost ($4K), increase in Adventnet licensing ($2.7K), support for new switches ($3.3K), change to lease (vs capital) for time clocks ($5K), new print management system ($9K), and cyber incident response retainer ($7.9K).

RETAINED SAVINGS:

The variances described above result in a YTD surplus of $288.7K, however projections at this time suggest a modest surplus may be achieved based on the YTD trending of net library-generated revenue.

BURLINGTON Public Library

7. Decision Items: 7.2 Policy Review Report

Recommendations

THAT the Burlington Public Library Board approve the revised Fees & Charges Policy effective November 1, 2025, as presented.

Purpose

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

Background

The Fees and Charges Policy is reviewed annually to reflect inflationary cost increases and was recently reviewed and updated in September 2025. Additional changes may occur throughout the year and require Board approval. When changes are made to library material replacement charges by other organizations or vendors, these price changes are reflected in the Fees and Charges Policy.

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 revised policy is attached with the changes noted.

Discussion

Fees and Charges Policy

The Fees & Charges Policy requires an update due to changes in the replacement fee for Conservation Halton passes. Confirmation of this fee change was received after the annual board approval of the policy. In some circumstances the library can delay updates until the next policy review cycle, however in this case the price difference is significant – changing from $135.50 which was the full price of the membership pass, to $25.00 which is the current replacement fee for all Conservation Halton pass holders.

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 some fees and charges may create a barrier that negatively impacts participation or use of services. It is important that the library maintain accurate fees and charges that maintain an appropriate cost recovery model.

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

Contents

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 – $25
- 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 perpage
- Colour double sided - $0.80 perpage
- 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