

BPL Library Board

Agenda

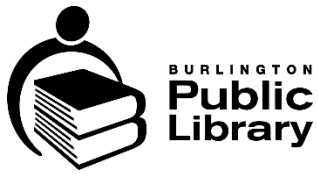
Thursday, September 10, 2026

Frank Rose Room, 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.

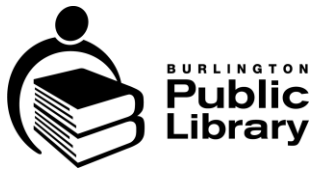
1. Call to Order
2. Approval of the Agenda
3. Welcome and Intent for Gathering
4. Declarations of Interest
5. Decision Items
 - 5.1 2027 Draft Capital Budget
 - 5.2 2027 Draft Departmental Overview
6. Discussion Items – None
7. Information Items – None
8. Closed Session
 - 8.1. 2027 Draft Operating Budget



9. Other Business – None

10. Next Meeting:

Thursday, September 24, 2026, 6:30 p.m., Frank Rose Room



5. Decision Items: 5.1 2027 Capital Budget Report

Recommendations

THAT the Burlington Public Library Board approve the draft 2027 capital budget submission.

Purpose

To seek the Board's approval of BPL's 2027 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 2027 budget. Council will consider the 2027 budget in February. Annually, 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 2027 Budget book will include BPL's capital budget as it appears in Appendix A 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 delay projects based on those assessments.

Discussion

The 2027 ten-year Capital Budget guideline from the COB includes total funding of \$5,725,900 from 2027 to 2036. There remains a \$3M funding gap for phase 2 of the Central Infrastructure Project (CIP) as well as a shortfall of \$3.1M for lifecycle replacement of other building systems and components in 2029-2031, 2033 and 2035-2036. 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 B.

Below are some key highlights:

- BPL has funding of \$234,300 is set aside in the capital reserve fund to allow for beginning stages of phase 2 of the Central Infrastructure Project (CIP), which involves the replacement of three additional HVAC units, clearstory windows, and the third-floor roof. As documented in Appendix B, a shortfall of \$3,000,000 for phase 2 may occur in 2029.
- The funding required for lifecycle replacement of other building components across the 10-year budget timeline is short by \$3.1M. A large portion of this is related to Central branch, which requires \$2.2M in major system upgrades such as boiler system, electrical service system, etc. in 2035, and roofing replacement at Tansley Woods in 2036.
- 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 may change. BPL and COB continue to work together to align large infrastructure projects for shared facilities to control costs.

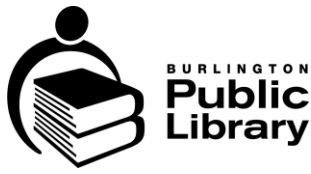
BPL staff will continue to work with COB, monitor grant opportunities, and use reserve fund interest earnings and any realized operating surplus funds to help reduce the gap in funding for future capital budget years.

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 2027 to 2036 Capital Budget - Balanced

		2026 Approved											
Project Category		Funding	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	Totals
Facility Repair & Renewal	Allton	\$ -	-	9,810	-	-	-	87,466	17,730	-	-	-	115,006
Facility Repair & Renewal	Brant Hills	\$ -	-	-	-	-	-	-	-	-	323,215	-	323,215
Facility Repair & Renewal	Tansley	\$ 76,470	-	-	-	-	345,963	-	-	-	284,855	269,927	900,745
Facility Repair & Renewal	Central	\$ -	12,334	160,748	443,239	193,843	-	62,644	70,918	336,861	-	31,913	1,312,501
Infrastructure Project	Central	\$ 2,572,670	-	-	-	-	-	-	-	-	-	-	-
Collections Expansion		\$ 61,100	60,000	60,000	60,000	-	-	-	-	-	-	-	180,000
Emerging Technologies & IT Infrastructure		\$ 340,100	248,400	370,100	182,300	541,700	366,300	189,800	470,200	364,270	147,700	286,160	3,166,930
		\$ 3,050,340	320,734	600,658	685,539	735,543	712,263	339,910	558,848	701,131	755,770	588,000	5,998,396
Source													
COB Capital Guideline		\$ 2,731,600	545,900	560,000	560,000	560,000	560,000	588,000	588,000	588,000	588,000	588,000	5,725,900
COB - Development Charges		\$ 61,100	60,000	60,000	60,000	-	-	-	-	-	-	-	180,000
Library Reserve (funds deposited to reserve)		\$ 257,640	(285,166)	(19,342)	65,539	175,543	152,263	(248,090)	(29,152)	113,131	167,770	(0)	92,495
		\$ 3,050,340	320,734	600,658	685,539	735,543	712,263	339,910	558,848	701,131	755,770	588,000	5,998,395

Opening Reserve Balance	92,495	377,661	397,003	331,464	155,921	3,659	251,748	280,901	167,769	(0)
Reserve (used)/saved in year	285,166	19,342	(65,539)	(175,543)	(152,263)	248,090	29,152	(113,131)	(167,770)	0
Ending Reserve Balance	377,661	397,003	331,464	155,921	3,659	251,748	280,901	167,769	(0)	(0)

Reserve Balance tied to Audited Financial Statements

Actual Capital Reserve Fund Balance	Dec 31, 2025	\$ 715,509
Less Restricted funds*		\$ (365,374)
Less Reserve funds req'd in budget year		\$ (257,640)
Estimated Closing Reserve Balance	Dec 31, 2026	\$ 92,495

*\$100K bequest funds

*\$31.1K Makerspace funds

*\$234.3K Central Infrastructure Phase 2

Burlington Public Library

DRAFT 2027 to 2036 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. Replacements align with City replacement cycles.

2027 Projects

1. Public Access Computers and other in-branch customer technology (\$0K)
2. Computers, laptops, tablets and printers (\$69.8K)
3. Servers, firewalls and switches (\$103.5K)
4. Self check replacement (\$32K)
5. Digital signage and TVs (\$5K)
6. Phone system component upgrades (\$28.1K)
7. RFID equipment (\$10K)

2028 - 2036 Project Totals

1. Public Access Computers and other in-branch customer technology (\$445K)
2. Computers, laptops, tablets and printers (\$633K)
3. Servers, firewalls and switches (\$1288K)
4. Self check replacement (\$304K)
5. Digital signage and TVs (\$70K)
6. Phone system component upgrades (\$89K)
7. RFID equipment (\$90K)

Collections Expansion

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

Facility Repair and Renewal - All Branches

Funding is intended to stabilize, replace or make improvements to existing building systems to

Burlington Public Library

DRAFT 2027 to 2036 Capital Budget Including Unfunded Projects

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

2027 Projects

1. Central facility - interior LED fixtures (\$12.3K)

2028 - 2036 Project Totals

1. Central facility building systems (flooring, doors, water coolers, water heaters, electrical panels, parking lot) (\$1,300.2K)
2. Tansley facility building systems (sprinkler system, roofing, windows, doors, carpet, washrooms, electrical servicing, parking lot etc.) (\$900.7K)
3. Brant Hills facility building systems (paint, flooring, electrical services, windows, doors, etc.) (\$323.2K)
4. Alton facility building systems (interior painting, floor finishes, etc.) (\$115.1K)

Burlington Public Library Board
Statement of financial position
As at December 31, 2025

		2025	2024
	Note	\$	\$
Assets			
Cash		454,167	743,733
Accounts receivable		237,556	120,040
Due from City of Burlington		4,535,294	5,108,499
		<u>5,227,017</u>	<u>5,972,272</u>
Liabilities			
Accounts payable and accrued liabilities		844,973	636,125
Deferred revenue	4	181,547	140,023
		<u>1,026,520</u>	<u>776,148</u>
Net financial assets		<u>4,200,497</u>	<u>5,196,124</u>
Commitments	6		
Non-financial assets			
Prepaid expenses		602,434	512,408
Tangible capital assets	9	4,455,502	4,195,973
		<u>5,057,936</u>	<u>4,708,381</u>
Accumulated surplus	10	<u>9,258,433</u>	<u>9,904,505</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	2025	2024
Capital Reserve Fund Balance Dec 31-held by COB	720,883	1,456,761
Operating Reserve Fund Balance Dec 31-held by COB	348,308	307,219
Outstanding Funded Projects Dec 31-held by COB	3,556,172	3,657,744
Annual Operating Surplus cash owed to COB	(97,115)	(50,352)
Donations, Bequests, Maker owed to COB	(53,277)	(329,095)
Shared Facility Chargebacks due to COB	(26,661)	(57,631)
Q4 Capital Expenses due from COB	86,984	123,853
	<u>4,535,294</u>	<u>5,108,499</u>

Burlington Public Library
DRAFT 2027 to 2036 Capital Budget Including Unfunded Projects

		2026 Approved											
Project Category		Funding	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	Totals
Facility Repair & Renewal	Alton	\$ -	-	9,810	-	-	-	87,466	31,559	-	-	-	128,835
Facility Repair & Renewal	Brant Hills	\$ -	-	-	-	23,639	-	-	-	-	566,164	-	589,803
Facility Repair & Renewal	Tansley	\$ 76,470	-	-	-	-	345,963	-	-	-	284,855	760,952	1,391,770
Facility Repair & Renewal	Central	\$ -	12,334	160,748	452,695	193,843	142,309	62,644	70,918	336,861	2,204,451	31,913	3,668,717
Infrastructure Project	Central	\$ 2,572,670	-	-	3,000,000	-	-	-	-	-	-	-	3,000,000
Collections Expansion		\$ 61,100	60,000	60,000	60,000	-	-	-	-	-	-	-	180,000
Emerging Technologies & IT Infrastructure		\$ 340,100	248,400	370,100	182,300	541,700	366,300	189,800	470,200	364,270	147,700	286,160	3,166,930
		\$ 3,050,340	320,734	600,658	3,694,995	759,182	854,572	339,910	572,677	701,131	3,203,170	1,079,025	12,126,054
Source													
COB Capital Guideline		\$ 2,731,600	545,900	560,000	560,000	560,000	560,000	588,000	588,000	588,000	588,000	588,000	5,725,900
COB - Development Charges		\$ 61,100	60,000	60,000	60,000	-	-	-	-	-	-	-	180,000
Library Reserve (funds deposited to reserve)		\$ 257,640	(285,166)	(19,342)	3,074,995	199,182	294,572	(248,090)	(15,323)	113,131	2,615,170	491,025	6,220,154
		\$ 3,050,340	320,734	600,658	3,694,995	759,182	854,572	339,910	572,677	701,131	3,203,170	1,079,025	12,126,054

Opening Reserve Balance	92,495	377,661	397,003	(2,677,991)	(2,877,174)	(3,171,746)	(2,923,656)	(2,908,333)	(3,021,464)	(5,636,634)
Reserve (used)/saved in year	285,166	19,342	(3,074,995)	(199,182)	(294,572)	248,090	15,323	(113,131)	(2,615,170)	(491,025)
Ending Reserve Balance	377,661	397,003	(2,677,991)	(2,877,174)	(3,171,746)	(2,923,656)	(2,908,333)	(3,021,464)	(5,636,634)	(6,127,659)

Reserve Balance tied to Audited Financial Statements

Actual Capital Reserve Fund Balance	Dec 31, 2025	\$ 715,509
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Less Reserve funds req'd in budget year		\$ (257,640)
Estimated Closing Reserve Balance	Dec 31, 2026	\$ 92,495

*\$100K bequest funds

*\$31.1K Makerspace funds

*\$234.3K Central Infrastructure Phase 2

5. Decision Items: 5.2 2027 Departmental Overview Report

Recommendations

THAT the Library Board approve the draft 2027 Departmental Overview submission.

Purpose

To seek the Board's approval of BPL's 2027 Departmental Overview.

Background

The City's 2027 budget guideline requires the Library to submit a Departmental Overview using the City-provided template.

Discussion

The attached Departmental Overview uses the City's template to highlight BPL's key achievements and upcoming projects for Council. It has been updated to reflect 2026 activities and select 2027 initiatives.

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

The Departmental Overview identifies key budget-related gaps, challenges, constraints, and risks facing the Library.

Report Author(s)

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

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 rooted in the joy of reading and the power of curiosity.

In the Library’s 2026 Customer Satisfaction Survey, completed by approximately 4,600 people, 94 per cent of respondents said Burlington Public Library has a positive impact on their life, and 95 per cent believe 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. 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 Horizon 2050 Strategic Plan and Burlington’s Plan: From Vision to Focus. BPL’s [2026-2027 Strategic Plan](#), mission, vision, and most closely align with *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 2025, BPL created \$59,760,356 in economic impact, nearly five times the amount contributed to the Library’s budget by the City. This equates to \$319.66 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. Library collections include physical and digital materials for research, entertainment, learning, and information. In 2025, over 2.1 million items were borrowed, and residents saved \$28.9 million dollars by borrowing from their library.
Information Requests	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. 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. 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.
Space	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. Our

	spaces foster a sense of belonging and offer opportunities for increased social connection. In 2025, BPL welcomed over 1 million in-person visitors. Library locations also operate as the City's warming and cooling centres during weather alerts. 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 at any time using an online booking and payment system.
Technology Access	The Library provide devices, platforms, and services that help customers to contribute and succeed in a digital world. This includes access to Internet, Wi-Fi, public computers, printing and software. 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. All branches provide print and photocopy services in black & white and colour, with scanning to email capability. Faxing services are available at the Central and Tansley Woods branches. The Library offers access to 3D printing, laser cutting, vinyl printing, digital media studios and kid-friendly tech tools as part of the community of MakerSpace, MakerStation, MakerStudio and Children's Discovery Space. Staff support enables people of all ages to develop proficiency in digital literacy, technology, and design skills.
Programming	The Library runs a wide array of programs that reflect public interests and are consistent with the Library's mission, values, and strategic priorities. Programs are free, public, library-planned events where attendees participate in a recreational or learning activity and interact with others. The library also offers self-guided activities, interactive campaigns, and contests. In 2025, program attendance is over 86,000. 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.
Local History	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 Burlington Digital Archive 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.

Continuous Improvement Initiatives

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 to 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.

2026: Multiyear accessibility plan: In 2026, Burlington Public Library began advancing the objectives outlined in its 2026-2029 Multi-Year Accessibility Plan, the Library's roadmap for removing barriers and supporting the full participation of customers and employees. Building on the accessibility principles and guidelines introduced in 2025, BPL continued to strengthen accessibility across its branches, services, and operations while working to meet and exceed its obligations under the Accessibility for Ontarians with Disabilities Act (AODA).

2026: Brant Hills Infrastructure Renewal: In 2026, the roof, HVAC, and lights at the Brant Hills Branch are being replaced. The Library is working in collaboration with COB Staff who are leading the project.

2026: Return Shelves: In 2026, BPL implemented RFID-enabled return shelves at the Central and Tansley Woods branches, allowing customers to check in materials by simply placing items on a designated shelf. This technology supports the Library's strategic goal of reducing materials handling by 5% at these two locations, enabling staff to spend less time processing returns and more time connecting customers with library resources, programs, and services.

2026: Strategic Plan Performance Measures: In 2026, BPL updated its Strategic Plan performance measures and reporting framework to align with the 2026-2029 Strategic Plan. The revised measures established clear, measurable targets and strengthened accountability by enabling the Library Board and staff to track progress, assess outcomes, and support evidence-based decision-making.

2026 Canadian Democracy at Work: In 2026, BPL implemented Toronto Metropolitan University's Canadian Democracy @ Work training to strengthen staff understanding of democratic participation, media literacy, and civic engagement. This initiative supports the Library's strategic objective to expand learning opportunities that foster intellectual freedom, critical thinking, and informed community dialogue.

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 library materials increased by more than 10%. In 2026, costs for physical materials continued to rise, while higher fuel prices increased shipping expenses. Together, these cost pressures reduced the purchasing power of the Library's collections budget. At the same time, responses to BPL's 2026 Customer Satisfaction Survey identified maintaining a robust collection as a top priority for library customers.
- **Technology:** The Library faces ongoing risks related to cybersecurity, information technology security, and the protection of its systems, networks, and electronic data from unauthorized access, disruption, theft, or damage. BPL actively mitigates these risks through multi-factor authentication, employee training, and a robust cybersecurity program. At the same time, the accelerating pace of technological change and the widespread adoption of artificial intelligence (AI) present new challenges and opportunities. As a trusted community resource, the Library plays an important role in supporting digital and AI literacy, helping customers develop the skills needed to navigate emerging technologies safely, critically, and confidently. The Library strives to maintain secure, up-to-date systems while providing staff with the training and tools needed to deliver high-quality services and an excellent customer experience
- **Sustainability:** Ongoing and future environmental, economic, and social pressures, including extreme weather events and economic instability, may affect customer access to library facilities, collections, and services. The Library must ensure that its services, facilities, and operations are resilient, adaptable, and responsive to changing community needs while maintaining continuity of service.

Department Initiatives	Target Completion
Social Connection Spaces: In 2026, BPL partnered with McMaster University and received funding from the Burlington Community Foundation to pilot social connection activities at several library branches. Through interactive displays and self-guided activities informed by customer feedback on shared spaces, the pilot explored ways to foster meaningful connections among customers of all ages. Research findings and pilot learnings will inform the expansion of social connection initiatives across the library system in 2027.	Dec 2027
Central Infrastructure Renewal: 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 of the project was initiated. This phase will include five HVAC units, skylights, and half of the roof. The Library is working in collaboration with COB Staff who are leading the project.	Dec 2028
Interactive History Installation: Implement an interactive installation at the Central branch to replace historic Town Bell which was relocated to Fire Department Headquarters. The Library is working in collaboration with COB Staff through PADIT.	June 2027
City of Burlington Arts and Culture Strategy: 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 (2027-2037) of Burlington's arts and culture policies, programs, and services. The Strategy will articulate a common vision and goals and provide recommendations.	December 2027
AI Literacy and Civic Engagement: In 2026, BPL advanced its AI readiness by updating its AI policy, developing a staff learning plan, and creating an AI implementation framework. In 2027, the Library will build on this foundation by implementing AI literacy initiatives that support intellectual freedom, critical thinking, and civic engagement, helping staff and residents confidently navigate the opportunities and challenges of emerging technologies.	Dec 2028