

BPL Library Board

Agenda

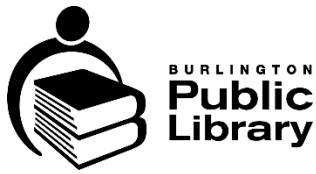
Thursday, September 24, 2026

Frank Rose Room, Central Branch, 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:
6. Consent Items
 - 6.1 Open Minutes of June 25, 2026
 - 6.2 Open Minutes of September 10, 2026
 - 6.3 CEO Report
 - 6.4 2027 Library Board Meeting Schedule
 - 6.5 Q2 Metrics Reports
 - 6.5.1 HR Data Report
 - 6.5.2 Strategic Performance Measures Report
 - 6.6 Endowment Fund Statements



7. Decision Items

- 7.1 Q2 Financial Statements
- 7.2 Annual Library Closures for 2027
- 7.3 Policy Review:
 - 7.3.1 Corporate Accountability Policy
 - 7.3.2 Collections & Resources Policy

8. Discussion Items

- 8.1. 2026 Customer Satisfaction Survey Report
- 8.2. Board Succession Plan Update
- 8.3. Board Bylaw

9. Information Items - None

10. Closed Session

- 10.1. Closed Minutes of June 25, 2026
- 10.2. Closed Minutes of September 10, 2026

11. Approval of Motions from Closed Session

12. Other Business - None

13. Next Meeting:

Thursday, October 22, 2026, 6:30 p.m., Frank Rose Room



BPL Board Minutes | June 25, 2026

Attendance

Board: Jason Manayathu, Jennifer Tarnawski, Ashley Cameron (via Zoom), Lindsay Zalot, Shayne Lemieux, Akindayomi Odedeyi

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

Regrets: Councillor Lisa Kearns

Minutes

A meeting of the Board was held on Thursday, June 25, 2026, at the Central Branch.

1. Call to Order

Jason Manayathu, Library Board Chair, called the meeting to order at 6:32 p.m.

2. Approval of the Agenda

Motion 26-29, Approval of the Agenda

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that the agenda be approved as presented.

CARRIED.

3. Welcome and Intent for Gathering

4. Declarations of Interest – None

5. Presentations: AI & Libraries

Lita Barrie, CEO, presented on artificial intelligence and its impact on libraries, including the evolving role libraries play in supporting AI awareness and use. Lita also outlined how BPL is exploring and implementing AI tools to support staff roles and improve internal workflows.

6. Consent Items:

6.1. Open Minutes of May 28, 2026

6.2. CEO Report

Motion 26-30, 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 June 25, 2026, will be adopted as recommended.

CARRIED.

7. Decision Items

7.1. Revised 2025 Audited Financial Statements

Motion 26-31, Revised 2025 Audited Financial Statements

MOVED by Shayne Lemieux, SECONDED by Lindsay Zalot, That the Burlington Public Library Board approves the revised 2025 Audited Financial Statements as presented.

CARRIED.

8. Discussion Items

8.1. Board Policy Framework Review

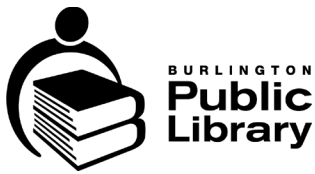
Library staff discussed the Board Policy Framework Review and requested the Library Board's support for the proposed structure for grouping policies. Staff will continue reviewing and placing Board policies into the appropriate new policy categories over the summer, with the matter returning to the Board in the fall.

9. Information Items – None

10. Closed Session

Motion 26-32, Motion to Move into Closed

MOVED by Akindayomi Odedeyi, SECONDED by Shayne Lemieux, that the Burlington Public Library Board move into Closed Session.



CARRIED.

The Library Board moved into Closed Session at 7:48 p.m.

Motion 26-33, Motion to Move Out of Closed Session

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board move out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session at 8:21 p.m.

11. Approval of Motions from Closed Session

Motion 26-34, Closed Minutes of May 28, 2026

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approves the Closed Minutes of May 28, 2026, as presented.

CARRIED.

Motion 26-35, HR Matter - Compensation

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approves agenda item 10.2, HR Matter, Compensation as discussed in Closed Session.

CARRIED.

Motion 26-36, CEO Performance Review

MOVED by Shane Lemieux, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approves the CEO Performance Review as discussed in Closed Session.

CARRIED.

12. Other Business - None

The meeting was adjourned at 8:23 p.m. Motion by Lindsay Zalot.



Chair

Secretary-Treasurer

Next Meeting

- Thursday, September 10, 2026, 2027 Budget, 6:30 p.m., Frank Rose Room, Central Branch
- Thursday, September 24, 2026, 6:30 p.m., Frank Rose Room
- Staff Social, Friday, September 25, 2026, 5:30 p.m., New Appleby Branch



BPL Board Minutes | September 10, 2026

Attendance

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

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

Regrets: Councillor Lisa Kearns, Shayne Lemieux

Minutes

A meeting of the Board was held on Thursday, September 10, 2026, in the Frank Rose Room at Central Branch.

1. Call to Order

Jason Manayathu, Library Board Chair, called the meeting to order at 6:30 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 26-37, Approval of the Agenda

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that the agenda be approved as presented.

CARRIED.

3. Welcome and Intent for Gathering

4. Declarations of Interest - None

5. Decision Items

5.1 2027 Draft Capital Budget

Nicole Tewkesbury reviewed the draft 2027 Capital Budget, noting potential infrastructure work at Tansley Woods and Central Park. Future renewal projects



may be included in the incoming City Council's long-term plans. The City uses VFA as a tool to assess facility lifecycle replacements, with priorities reviewed and adjusted annually.

Motion 26-38, Approval of the 2027 Draft Capital Budget

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approves the 2027 Draft Capital Budget submission.

CARRIED.

5.2 2027 Departmental Overview

Lita Barrie presented the report submitted to the City, which library staff update annually by reviewing and revising as needed to reflect priorities and challenges for the upcoming fiscal year.

Motion 26-39, Approval of the 2027 Departmental Overview

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approves the 2027 Draft Departmental Overview submission.

CARRIED.

6. Discussion Items - None

7. Information Items – None

8. Closed Session

Motion 26-40, Motion to move into Closed Session

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

CARRIED.

The Library Board moved into Closed Session at 7:11p.m.

Motion 26-41, Motion to move out of Closed Session

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board move out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session at 7:36 p.m.



9. Other Business

9.1. Staff Social

The Library Board were reminded that the Staff Social will be held on Friday, September 25, at the New Appleby branch.

10. Next Meeting:

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

The meeting is adjourned at 7:39 p.m. Motion by Lindsay Zalot.

Chair

Secretary-Treasurer

6 Consent Items: 6.3 CEO Report – September Update

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Enhance community well-being by helping people feel connected, accepted, and empowered to achieve their goals.	1
Inspire discovery with collections, services, and spaces that reflect our evolving community.	3
Nurture a workforce culture driven by our organizational values.	4

Purpose

The CEO report for Summer and September 2026 summarizes key activities that support the priorities outlined in BPL’s 2026-2027 Strategic Plan.

Enhance community well-being by helping people feel connected, accepted, and empowered to achieve their goals.



Social Connection Spaces

Over the summer, BPL piloted Social Connection Spaces with funding from the Burlington Community Foundation and research support through a partnership with McMaster University’s Community Research Platform. A Master’s student was hired to lead a variety of activations at the Central, New Appleby, and Tansley Woods branches. The response was positive, and work continues with the goal of implementing the

initiative system-wide in 2027. An [article](#) was published on the Library News on the BPL website about this initiative.



Honouring Orange Shirt Day

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 will be offering several [events](#) including Canada's First Residential with Indigenous educator Rick Hill on September 30. In addition, BPL is sharing information about events across the community, there are book displays across all branches and BPL is also offering customers an opportunity to visit the MakerSpace and MakerStation to make a button to take home and wear on Orange Shirt Day.

Municipal Election

Supporting civic engagement is an important part of our role as a public library. While we remain impartial, library spaces are open to everyone as places to learn, access information, and take part in democracy. We work with our partners to promote civic participation and the importance of voting. From September 1 to October 26, library staff will help residents review and update their voter information.

Halton Pride Parade

Halton Prism hosted the 4th Annual Halton Pride Parade in Milton on Sunday, July 19. Again, this year, all the Halton Public Libraries joined together to support the 2SLGBTQIA+ community to celebrate Halton Pride!

Inspire discovery with collections, services, and spaces that reflect our evolving community.



Summer Reading Club

BPL's 2026 [Summer Reading Club](#) (SRC) was a swimming success. This year's theme *Dive In!* was popular with participants. We had incredibly strong Summer Reading Club results:

- 2,580 registrations
- More than 10,000 check-ins
- 930 children completing all eight weeks, representing a 64% increase in completion over 2025.

SRC combined online and in-branch check-ins, allowing families to choose the format that worked best for them. Throughout the summer, library staff offered a wide range of Summer Reading programs for children, teens, and families.



Branch Hills Branch and Kilbride Branch – Temporary Closures

Work at the Brant Hills Branch continues, with the project schedule extended due to delays and additional required work. The branch will remain closed while construction is completed, and the space is confirmed safe for staff and customers. Work at the Kilbride Branch is complete, and the branch reopened on September 8.

Canadian Library Month Campaign

BPL is one of 19 libraries in the Greater Toronto and Hamilton Area participating in this campaign. The campaign will include posters GO-train posters running from September 28 through October 31 to increase commuter awareness of library services.

The campaign will place posters on GO trains across lines serving the Greater Toronto and Hamilton Area. A QR code will direct commuters to a shared webpage linking to all 19 participating libraries, including BPL's website and online registration form.



Tansley Woods Turns 30

In September, BPL proudly celebrated 30 years of service at our Tansley Woods Branch. To celebrating this milestone, an article about Tansley Woods branch's storied history was posted on BPL's [website](#).

Nurture a workforce culture driven by our organizational values.

Angus Mowat Award

Library staff submitted an application to the Ontario Public Library Service Awards, [Angus Mowat Award of Excellence for the BPL's Tech Connect program. The Angus Mowat Award of Excellence recognizes a commitment to excellence in the delivery of public library service; these services can be old or new and can be ongoing. The shortlist will be released later in the fall, and the Awards are presented at the 2027 OLA Super Conference.

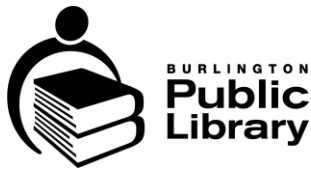


Canadian Democracy @ Work

In September, BPL introduced *Canadian Democracy @ Work*, civic and digital literacy training developed by The Dais at Toronto Metropolitan University to library staff. The training supports BPL's Strategic Plan objective to "Expand learning opportunities that foster intellectual freedom, critical thinking, and civic engagement." The modules build essential skills that help participants engage confidently in digital and civic life.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer



6. Consent Items: 6.4 2027 Library Board Meeting Schedule

Recommendations:

That the Burlington Public Library Board approve the attached proposed 2027 Library Board Meeting Schedule.

Purpose

This report is for decision to seek the Board's approval of the 2027 Library Board meeting schedule.

Background

Every September, the Library Board approves the BPL Library Board Meeting schedule for the upcoming year.

Discussion

Attached to this draft you will find a copy of the proposed 2027 Library Board meeting schedule.

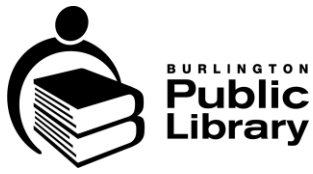
In October, there will be a municipal election. The draft calendar assumes the current board will continue while the City of Burlington leads the recruitment for the Library Board members for the incoming term of City Council.

Financial Considerations

Library Board meeting expenses are funded through the Operating budget.

Strategic Implications

One of the Library Board core functions is oversight of the Strategic Plan. A regularized meeting schedule helps to ensure the Library's ongoing alignment with all three goals within the current strategic plan.



Equity, Diversity, and Inclusion Considerations

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

Risk Management

The Board's ongoing oversight ensures strong governance.

Policy

The [Board Bylaw](#) outlines meeting requirements.

Respectfully submitted by Lita Barrie, CEO

2027 Library Board Meeting Schedule

January 2027						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February 2027						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

March 2027						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

April 2027						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May 2027						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June 2027						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July 2027						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August 2027						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September 2027						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October 2027						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2027						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December 2027						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

	Alternate Board Meeting Dates	March Break: March 15 – 19, 2027
	Agenda Review Meetings for Board Executive	
	Library Board Meeting Dates	
	Board Package Distribution Dates	
	July 22, 2027, and August 26, 2027, are both being held as summer meeting placeholder	Note: Meetings are Hybrid

6. Consent Items: 6.5 Q2 Metrics Reports – Human Resources

Purpose

To provide the Library Board with the quarterly Human Resources information update report for Q2 2026.

Background

Second cycle for the Human Resources Report for 2026.

Discussion

The summary page highlights the key insights related to Q2, as noted some postings include multiple vacancies.

Financial Considerations

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

Strategic Implications

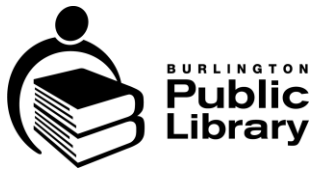
This report supports Strategic Priority 3: Nurture a workforce culture driven by our organizational values.

Equity, Diversity & Inclusion Considerations

Guided by our strategic priorities, staff continually monitor progress in advancing equity, diversity, and inclusion as related to key human resources functions.

Sustainability Considerations

BPL's Sustainability Plan focuses on climate change mitigation, adaptation and climate equity considerations.



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 and measure progress.

Policy

- General Human Resources Policy
- Health & Safety Policy

Respectfully submitted by: Lita Barrie, Chief Executive Officer

Staffing & Recruitment

Headcount	
Full Time	60
Part Time	82
Total	142

Organizational Voluntary Turnover Rate				
Q1	Q2	Q3	Q4	YTD
3.65%	2.15%			5.8%

Recruitment – At a glance					
	Q1	Q2	Q3	Q4	YTD
Number of Positions Posted*	6	8			14
Number of Applicants	663	1302			1965
Number of Positions Hired – Externally	1	11			12
Number of Positions Hired – Internally	7	2			9
Number of Positions Not Filled	0	0			0
Fill Rate	100%	100%			100%
90 Day Retention Rate	100%	100%			100%
1 Year Retention Rate **	100%	89%			94.5%

Staff Health and Wellness

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

Onboarding Survey

Participation Rate
97%
Overall Onboarding Score
97%

Summary Page

Recruitment

* There were 8 positions posted, but 13 candidates were hired. Some postings had multiple vacancies.

** 2 staff members resigned before their 1-year anniversary (Call-In and CPA)



Strategic Performance Measures Report

Q2 2026



Latest Edition: September 2026

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Appendix B - Strategic Plan Key Performance Indicators	



Purpose

This report is for information. It summarizes Burlington Public Library's (BPL) strategic performance measures for the first half of 2026:

- Key Value Measures – routine indicators reflecting use and value of key library services for strategic oversight
- Strategic Plan Key Performance Indicators – progress towards targets identified under BPL's 2026-2027 Strategic Plan

Background

Under BPL's Performance Measurement Framework, Key Value Measures and Strategic Plan Key Performance Indicators are reported to the Board quarterly. Metrics are grouped into BPL's five service streams (Library Collections & Resources, Digital Services & Technology, Spaces, Programming, and Staff Expertise) plus Business Operations.

The Strategic Plan Indicators section presents a chart of all Key Performance Indicators, grouped by strategic priority. While work has started on projects related to all indicators, only eight of them have data to report this quarter. The in chart Appendix B maps out when each indicator will be reported to the board in green shaded cells. Most measurable indicators have a 2027 performance target. Quarter to quarter growth is not linear; staff will report progress on additional KPIs as we collect more data.

Over the past five years, BPL has modified its data analysis and reporting methods, increasingly using Microsoft Power BI, a digital data visualization tool, to segment data and visualize trends. During this period, BPL also ended its contract with CollectionHQ, a proprietary software that analyses library loan data and more recently introduced a new Performance Measurement Framework to align with our service streams and provincial reporting categories. This has been a complex transition, requiring staff to develop and review hundreds of formulas and calculations. Adding to this challenge, most of BPL's data comes from third party platforms whose metrics



and formulas are not always compatible or consistent with one another. Data management work is continuous and must respond to changes in the library sector, and changes in the services BPL offers and the tools we use. During careful review, staff still occasionally identify errors and inconsistencies. When reviewing Q2 data, staff noted a few errors in data categorization that resulted in inaccurate totals. These errors have been noted and corrected in this report. The volume of data handled by BPL is significant, especially for a system of our size and organizing it is a complex process. We will continue to carefully review our data segmentation and investigate and correct any anomalies.

Discussion

Key Value Measures – Q2 2026

This data represents the first half of 2026 and is compared year over year to the first half of 2023, 2024, and 2025. We do not have specific targets for these indicators but aim to achieve stable year-over-year growth that meets community demand. Comment is provided for each metric in Appendix A.

Library Collections & Resources continued to perform well in Q2 with a notable increase in new library cards registered and in digital format use. While resource database use grew substantially, staff suspect a small portion of that growth is related to international bot traffic to the Burlington Digital Archive. This is an external platform and BPL staff have notified the vendor about the issue.

Physical format borrowing declined slightly compared to 2025. When the month-long closure of Brant Hills Branch in June was accounted for, physical format borrowing was steady compared to 2025. Staff have implemented several strategies recently to increase physical borrowing, including a Summer Unplugged marketing campaign and 'impulse buy' book displays that encourage additional borrows during self-checkout.

Staff identified and corrected an error in how some offerings were categorized between programming, outreach, and support services. The data in this report reflects the corrections. Low participation in BPL's Exam Cram during high school study periods resulted in a fall in teen program attendance despite increased offerings. High

Exam Cram participation in 2025 may have also contributed to a spike in eCourse use that was not duplicated this year. Use of BrainFuse, a digital study resource, spiked last year but fell back to typical levels in 2026, contributing to a year over year decrease in eCourse use.

In person visits remained strong in Q2, despite the Brant Hills closure. Outreach offerings and participation were both very high.

Support services offerings were up slightly in Q2 and participation was up considerably. In error, the Q1 report showed a downturn in offerings relative to 2025. Staff identified that cancelled support services sessions had not been properly excluded from the data and corrected the error.

Traffic to BPL's website and catalogue continue to increase year over year. Bot activity from Q1 contributed to very high YoY growth in website sessions, but Q2 sessions were consistently strong with no indication of ongoing bot activity.

Strategic Plan Key Performance Indicators

At the end of Q2, work is underway across all three priorities in BPL's 2026-2027 Strategic Plan. Early results show strong progress in priorities 1 and 2 where we are reporting on a total of eight KPIs. Several KPIs related to BPL's Customer Satisfaction Survey outcomes will be reported in Q3 after the Board receives the Customer Satisfaction Survey report.

Participation in information literacy and critical thinking programs has already exceeded the annual target, and attendance at outreach activities focused on equity-deserving groups is also above target. Program attendance is strong overall, especially for early years and school years audiences. Staff have significantly increased the variety and volume of teen program offerings and noted positive trends in attendance at new teen programs. Very low participation in Exam Cram (a twice-annual study hall offered for high school students) has decreased overall teen program attendance. Staff are preparing to launch a high school outreach initiative this fall which includes a library survey for teens.

BPL is strengthening its role as a community connector. Staff completed a pilot networking program for small businesses and not-for-profit organizations and are

planning a follow-up event for the fall. Social connection activity stations launched at pilot branches following research and planning completed by a Master of Library and Information Science co-op student. And the new *In the Community* section of BPL's monthly eNewsletter is highlighting local events, services, and civic engagement opportunities to subscribers.

Use of digital magazines and newspapers is on track toward the 2026 target, supported by branch, online, and outreach promotion. eAudiobook use continues to grow, offsetting lower eBook use to keep pace with a combined target increase. Adult print borrowing is behind its KPI target pace. This indicator focuses on mid-circulation collections with staff using borrowing data to promote available adult print titles in book lists and displays. Year to date progress indicates we will need to significantly increase readers advisory, merchandising, and marketing for these items in order to reach this target in 2027. Staff are watching reciprocal borrowing by BPL members from More to Borrow partner libraries closely— the group recently implemented a change to restrict access to Lucky Day items only from a cardholder's home library. This may decrease how many items BPL customers borrow from some partner libraries going forward.

Staff have updated the Central Branch MakerSpace service model, created customer guides, and begun testing satisfaction surveys for technology programs. Substantial planning work has been completed at Central Branch to improve zoning for a range of uses like quiet study and conversation zones with phased implementation beginning later this year.

Several important workforce and service improvement projects are also progressing as planned. Staff collected materials handling data to establish a baseline measure for KPI 3.3.1a (Reduction in staff hours spent on materials handling at BPL's two high volume branches) and have begun implementing process improvements. Staff are also progressing on improvements to documentation and service stream frameworks.

Several indicators depend on annual surveys or later project milestones, so a fuller assessment of performance against 2027 targets will be available in future reports.

Financial Considerations

As required. The financial implications can be expressed in a table or in a paragraph or a combination of the two. State whether the funding is one time or ongoing.

Strategic Implications

This report summarizes performance for the first quarter of BPL's two-year (2026-2027) Strategic Plan. Project work is on track.

Borrowing in adult print book collections is behind pace to reach the target KPI in 2027. This KPI specifically excludes new and popular books that are costly to purchase in large quantities and focuses on quality material BPL already has in its collection that is underused by library customers. Staff have implemented several changes to increase adult print borrowing of these mid-circulation items, and continue to monitor the scale of their impact.

Equity, Diversity & Inclusion Considerations

Staff continue to emphasize outreach to and service for equity-deserving groups and track participation in these activities. We have led significantly more outreach to equity-deserving groups compared to previous years and staff are also working to build personal connections and relationships.

Several of BPL's Support Service collaborators focus on underserved populations and through BPL's drop-in model have made increased connections with community members seeking support.

Many of BPL's Strategic Plan KPIs include emphasis on reaching equity-deserving groups and meeting the varied needs of library customers. A quarterly update on each of these is provided in the comment section of the appendix.

Risk Management

In April, when reviewing Q1 performance, Board members commented that they would like to independently assess whether changes in performance require Board intervention, without relying solely on staff commentary to identify areas of concern. This reflects a broader governance need for clear, consistent indicators that distinguish routine fluctuations from changes that pose a risk to BPL and may require additional oversight or action.

At present, BPL does not have established tipping points, thresholds, or recommended ranges for its performance metrics aside from Key Performance Indicators in the Strategic Plan. As a result, quarterly reporting can show degree of change but doesn't indicate whether that change is within an expected range, signals an emerging operational issue, or warrants escalation to the Board for strategic intervention.

Staff are investigating options to indicate when performance fluctuation poses a risk, where recommended ranges are needed, and how to incorporate this into the Risk Register that is reported annually to the BPL Board.

Related Policy

This report applies to all services, each of which is provided in compliance with the relevant policy. In compliance with BPL's Protection of Customer Privacy Policy, data used in this report is general and anonymous.

Submitted by Elise Copps, Director, Communications & Engagement



Key Value Measures - Q2 2026 (Appendix A)

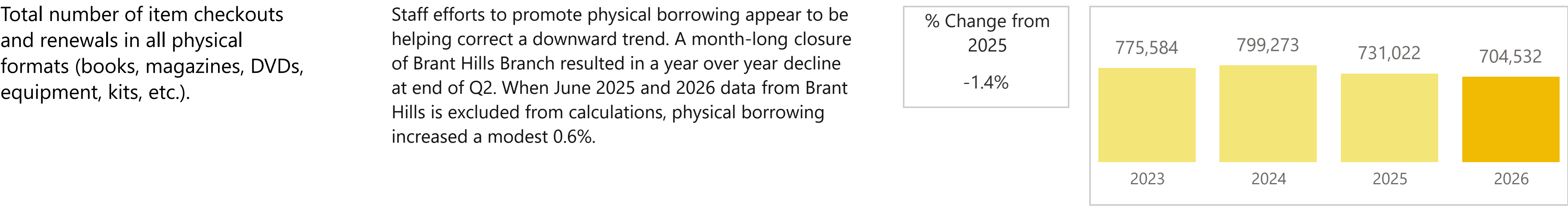
YTD Second Quarter 2023-2026



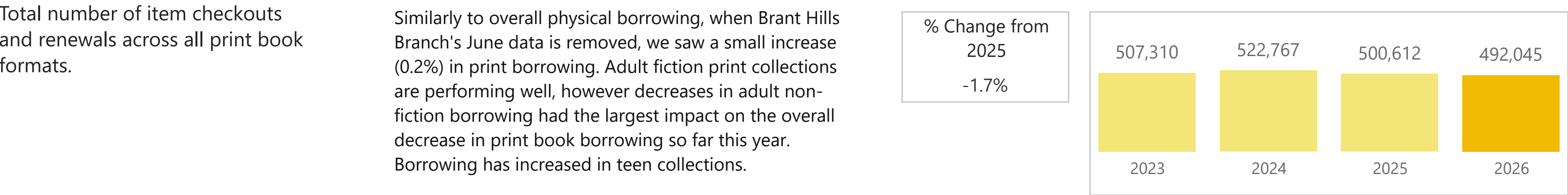
Library Collections & Resources

Physical Format Borrowing

Total Physical Format Borrowing

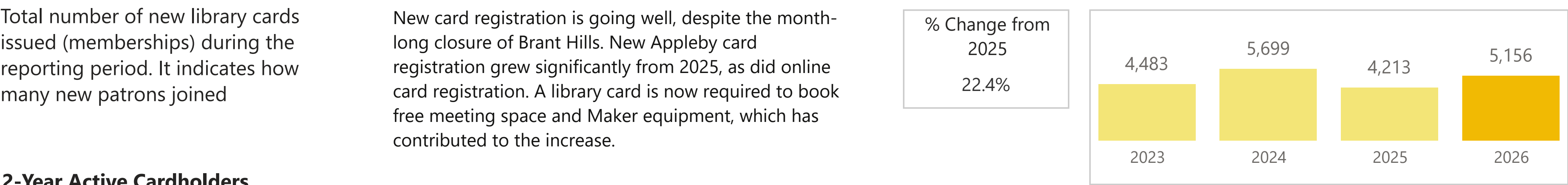


Print Borrowing



Cardholders

New Library Cards Registered

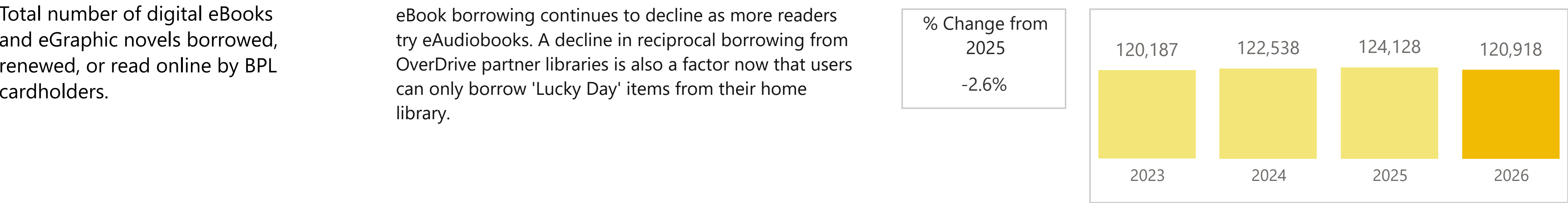


2-Year Active Cardholders

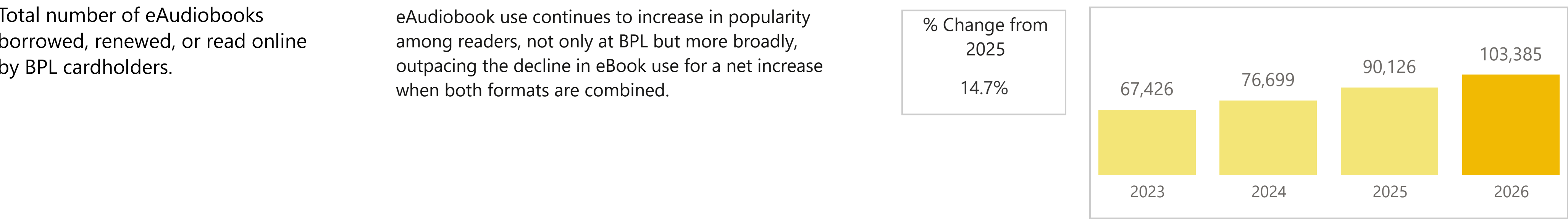
Total number of library cards (memberships) that have been active in the last two years as of the end of the previous quarter, including reciprocal cardholders.	Reported annually (end of Q4)
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Digital Format Use

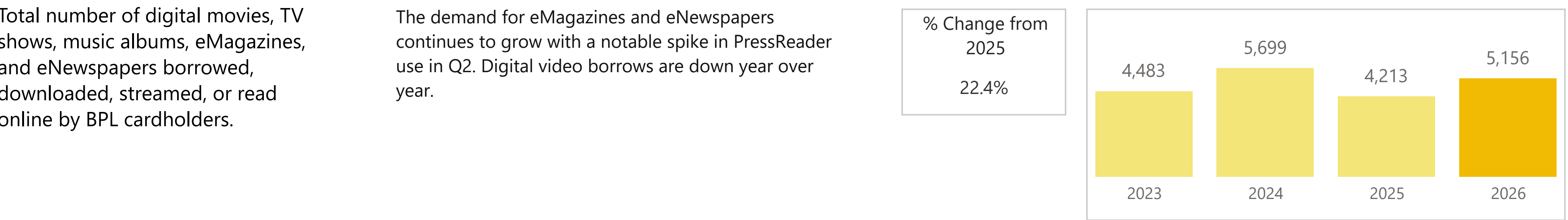
eBook Use



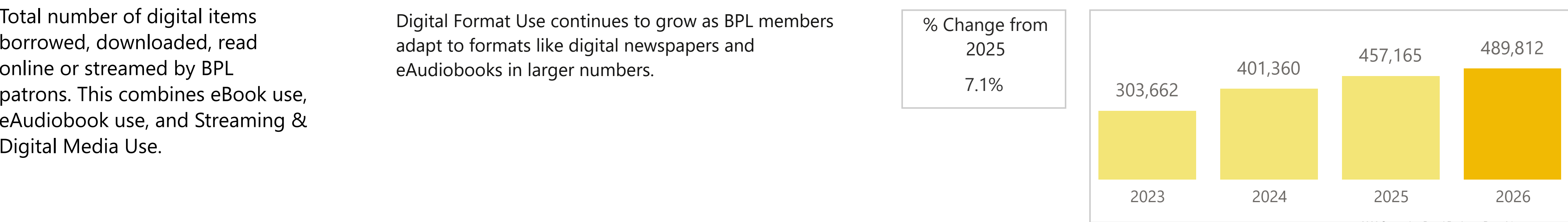
eAudiobook Use



Streaming & Digital Media Use



Total Digital Format Use



Digital Resource Use

eCourse Use

Total number of sessions where BPL cardholders accessed online courses, tutorials, or tutoring support.

eCourse use spiked in Q2 of 2025 with significant increase in Brain Fuse sessions, resulting from an exam-time marketing campaign. Q2 use remains higher than 2024, but did not reach the same peak as it did last year, despite similar marketing initiatives.

% Change from 2025
-11.9%

6,6412023

6,3102024

7,4442025

6,5552026

Resource Database Use

Total number of sessions where BPL cardholders used research or reference databases

Burlington Digital Archive sessions continue to grow due to increased promotion of BPL's historical content through BPL news items, customer referrals, and local history displays. Unfortunately, staff suspect roughly 1,000 2026 sessions are related to bot activity. Without international bot traffic, sessions still more than doubled from 2025.

% Change from 2025
10.8%

40,2862023

48,9032024

46,0132025

50,9992026

Programming

Programs Offered

Total number (all sessions) of library-run (including collaborative) programs and events offered in branches, online, and offsite.

Year	Early Yrs	School Age	Teens	Adult
2026	1,185	464	44	642
2025	971	306	30	503
2024	1,047	473	45	510
2023	936	514	49	367

The number of program sessions offered was up in the second quarter across all age groups. Guided by the 2026-2027 Strategic Plan, staff are working to balance the variety and volume of program offerings across age groups and subjects.

% Change from 2025
29.0%

1,8662023

2,0752024

1,8102025

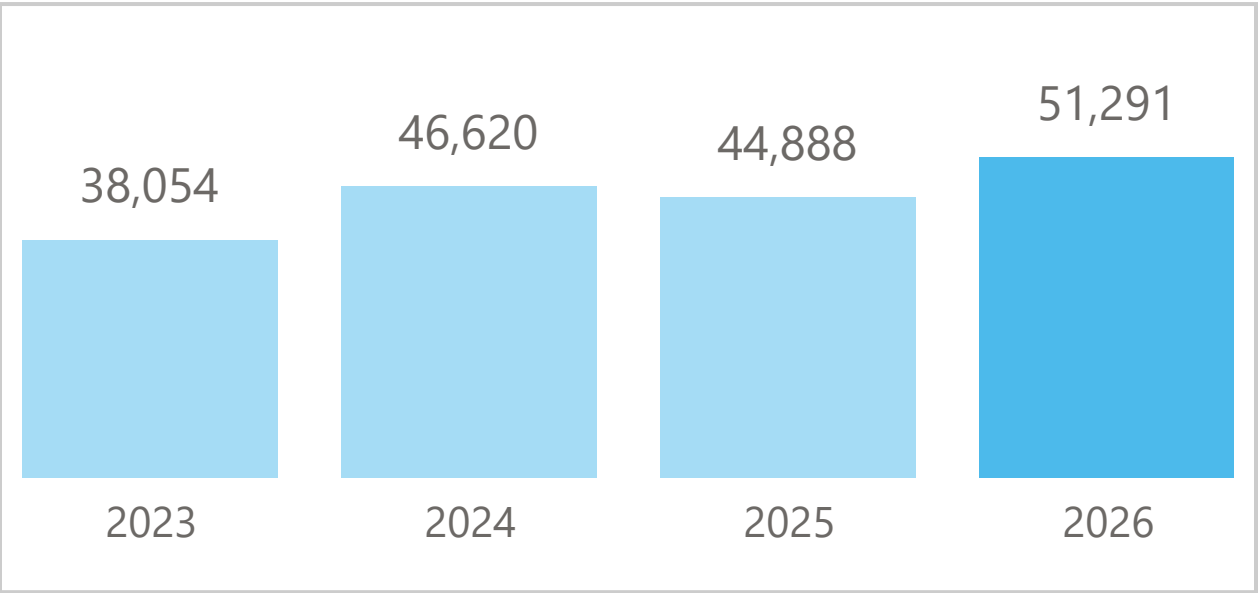
2,3352026

Program Attendance

Total number of attendees, combined across all sessions of library-run (including collaborative) programs and events in the period.

Year	Early Yrs	School Age	Teens	Adult
2026	31,041	5,915	5,263	9,072
2025	25,073	4,365	7,098	8,352
2024	28,767	5,368	5,497	6,988
2023	23,467	5,199	4,866	4,522

% Change from 2025
14.3%



Program attendance increased overall this period with significant jumps in Early Years and School Years program attendance. Adult program attendance saw a modest increase, aided by a jump in virtual program attendance. Teen program attendance decreased significantly. Attendance at exam-related programming was much lower this year. Staff introduced a teen program series this summer and are working on a fall outreach strategy to get more input from teens about programming.

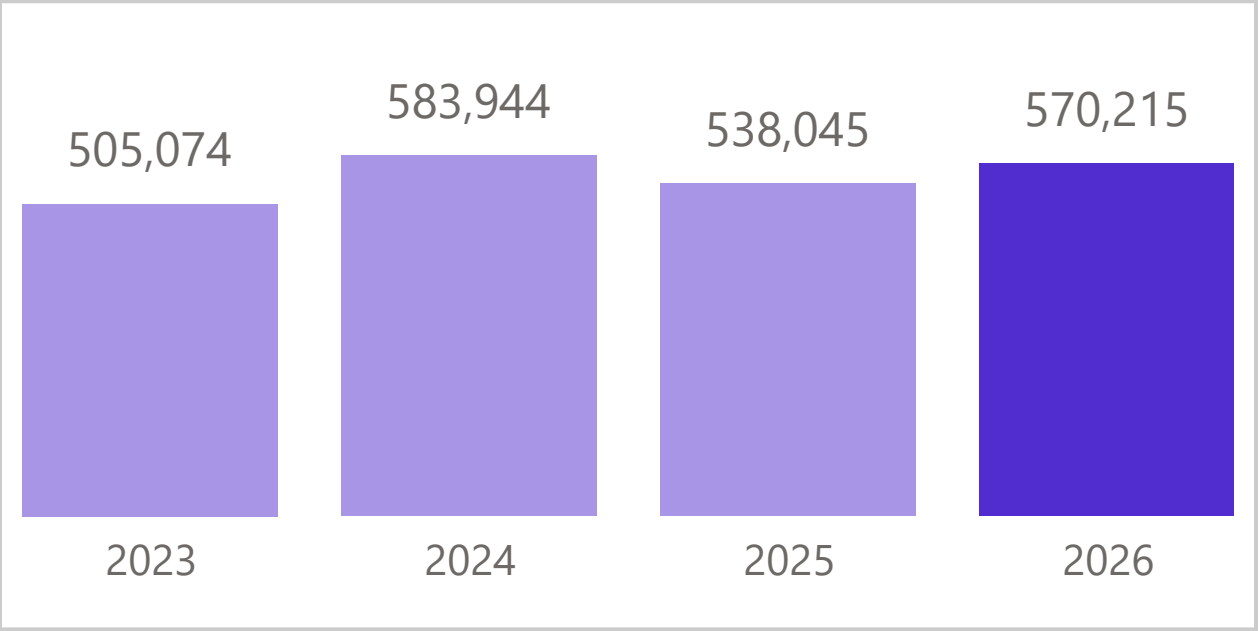
Spaces

Total In Person Visits

Total number of entries into BPL’s physical library branches through the door counters at public entrances of all branches. Each entry into a branch by a person is counted as one visit.

This quarter BPL saw an increase to in-person visits despite Brant Hills Branch's June closure. New Appleby Branch's in-person visits remain twice as high as 2025.

% Change from 2025
6.0%



Staff Expertise

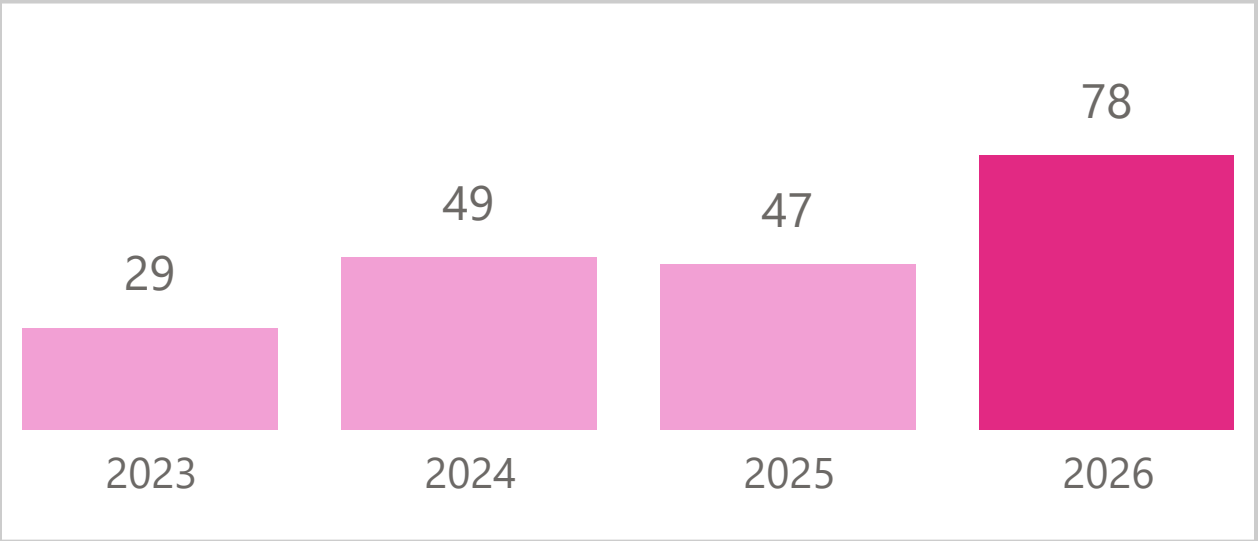
Outreach

Outreach Sessions

Number of outreach activities led by BPL staff to engage groups with the library through orientation or consultation both offsite and at library branches (groups visits, tours, community events, advisory/focus groups, etc.)

The significant increase in outreach sessions this quarter follows the introduction of BPL's new Outreach Framework and proactive emphasis on this service under the Outreach & Inclusion Manager.

% Change from 2025
66.0%



Outreach Participants

Total number of people who attended or participated in BPL outreach visits/events during the period.	Staff led several outreach sessions with schools, newcomer groups, and community organizations and represented BPL at large community events, where they interacted with larger numbers of visitors.	% Change from 2025 78.2%	1,264 2023 1,091 2024 1,222 2025 2,177 2026
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Support Services

Support Services Sessions

Total number of support service drop-in sessions offered by collaborator organizations (employment, housing, legal, etc.) at BPL branches during the period.	BPL continues to respond to community and partner needs, by adjusting the frequency of support service drop ins and increasing promotion of the available sessions.	% Change from 2025 6.4%	52 2023 139 2024 125 2025 133 2026
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Support Services Interactions

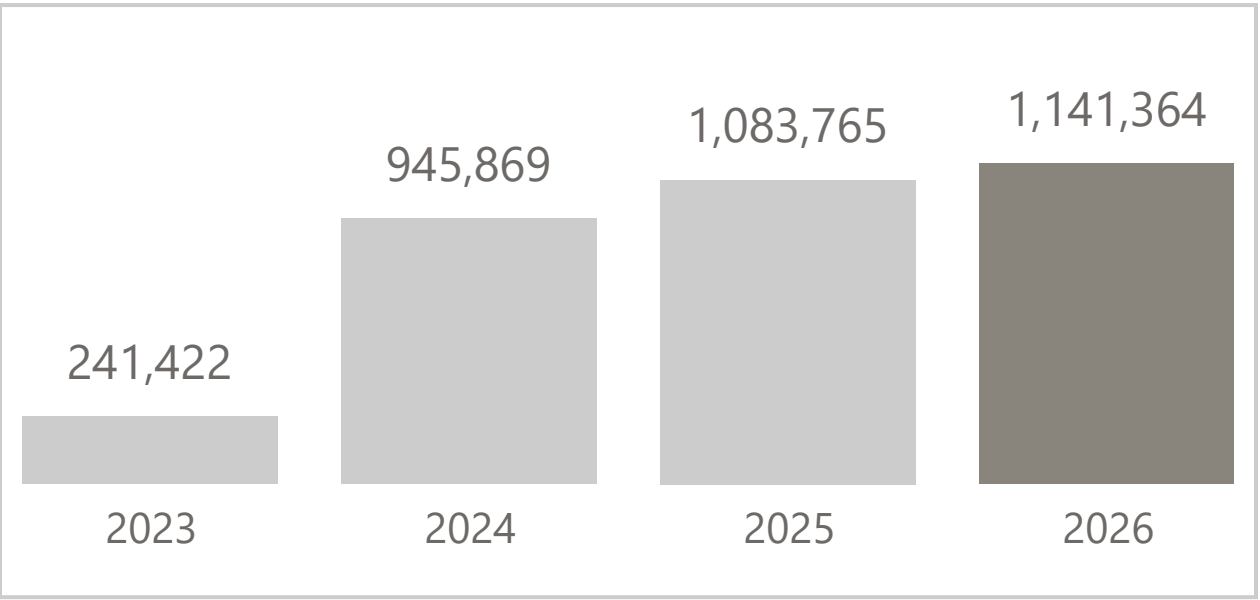
Total number of customer interactions with collaborator organization providers at support service drop-in sessions in the period.	Despite offering fewer sessions, interactions continue to increase, indicating a better concentration of interactions per session for collaborator organizations.	% Change from 2025 28.9%	518 2023 831 2024 1,209 2025 1,559 2026
---	---	---	---

Catalogue Sessions

Total number of engaged sessions on BPL’s online catalogue interface (burlington.bibliocommons.com), indicating how often users search the library’s collection online.

BPL's catalogue sessions continue to grow at a steady pace.

% Change from 2025
5.3%

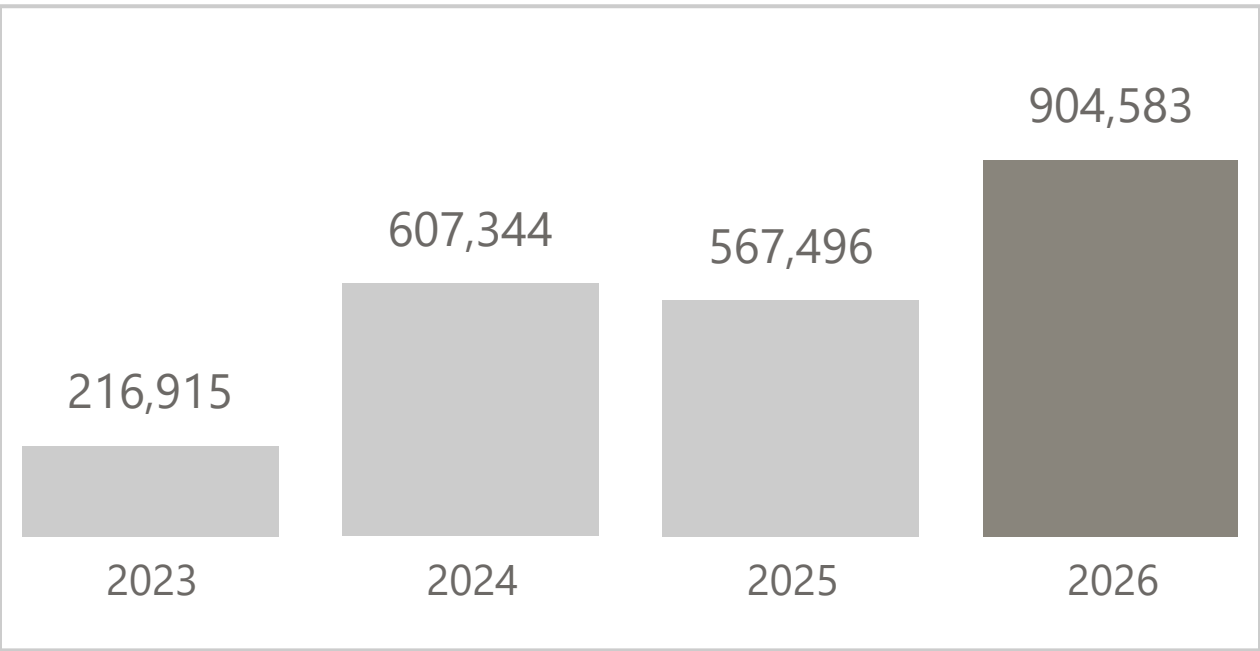


Website Sessions

Total number of engaged sessions on BPL’s website (bpl.on.ca) indicating how often users access the website for information and access to resources.

Website sessions remained strong in Q2. Marketing initiatives continue to drive strong traffic, particularly from BPL eNewsletters.

% Change from 2025
59.4%



Priority 1 Enhance community well-being, helping people feel connected, accepted, and empowered to live, work, and play to their full potential

Goal 1.1 BPL helps people with diverse backgrounds, perspectives, and experiences connect with and learn from one another

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 1.1.1a	BPL staff that have completed Toronto Metropolitan University's Canadian Democracy @ Work training	Structure built in virtual training platform. Content will be created and uploaded in July for testing by select staff through summer.		85.0%								
KPI 1.1.1b	Customers taking part in BPL programs that focus on information literacy and critical thinking	Staff embedded information literacy content into and children's book club program plans. Adult participation in virtual digital literacy programs is very high--program partner is increasing information literacy and critical thinking content in these programs.	687	1,030	424	1,077						
KPI 1.1.2a	Customer Satisfaction Survey respondents that self-report as a member of an equity-deserving group and actively use BPL services	Customer Satisfaction Survey participation from library users that identify as part of an underserved equity-deserving group increased slightly. Survey was translated into five additional languages and provided in three formats for improved accessibility. To reach participation targets in 2027, staff will continue to focus on relationship building, learning about needs of underserved groups and providing orientation to library services	843	1,054								
KPI 1.1.2b	Attendance at outreach sessions focused on equity-deserving groups	Both outreach offerings and attendance focused on equity-deserving groups continue to grow. Outreach team is working on building trust and connections with resident groups that face barriers to using the library and increasing comfort and confidence accessing library services.	311	342	134	384						
KPI 1.1.3	Launch and evaluation of pilot program for self-guided activities designed to increase spontaneous social interaction in branches	Masters of Library and Information Science co-op student completed research and planning for social connection activity stations. Activations launched at New Appleby and Central Branch in June.		Complete								

Goal 1.2 BPL is a catalyst for community engagement and action - empowering individuals, businesses and organizations to invest in community well-being

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 1.2.1	Launch of learning and networking program for small businesses and not-for-profit organizations	Staff hosted pilot small business networking program, evaluated the response to the program and began planning for a follow up event to occur in fall.		Complete								
KPI 1.2.2	Outbound clicks from BPL website and eNewsletter to community and civic engagement opportunities.	Staff launched the new "In the Community" section of monthly eNewsletter to help people discover local events, services, and civic engagement opportunities.	0	3,200	707	1,605						

Goal 1.3

Customers can rely on BPL for access to resources, services, and programs that help them thrive

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 1.3.1	Program attendance for each age group (early years, school years, teen, adult)	Staff reviewed attendance ratios and program volume across all four age categories. Programming Framework (in draft) will establish target ranges for amount and variety of programming based on audience, demand, and library role. Program attendance was strong, especially in early years and school years audiences. Teen program attendance was affected by Exam Cram participation but is otherwise growing	86,481	95,129	22,150	51,285						
KPI 1.3.2a	Strategic agreements with all support service collaborators	Staff continue to work with partners to strengthen collaboration and shared goals. BPL hosted successful networking meetup for partners in May. All active support services have updated agreements.	0.0%	100.0%	100.0%							
KPI 1.3.2b	Customer interactions with support service organizations at BPL branches	Participation is exceeding targets with more sessions being offered and an increase in attendees per session	1,679	1,847								

Priority 2

Inspire discovery with responsive and representative collections, services, and spaces

Goal 2.1

Library Branches continuously evolve to meet present and future community needs, withing BPL's budget

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 2.1.1	System-wide facility strategy aligned with City of Burlington planning practices, development timelines, and universal design principles	No update this quarter		Complete								
KPI 2.1.2	Satisfaction rating for library spaces in Customer Satisfaction Survey	Staff analyzed spaces-related feedback from previous Customer Satisfaction Surveys to identify priorities and completed a use tracking survey at Central Branch to capture use of private and group study spaces, public computers, and other features. 2026 CSS rating improved from 2025.	74.0%	76.0%								

Goal 2.2

BPL's tools, resources, and staff empower customers to participate in our increasingly digital society

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 2.2.1	Customers using Maker equipment and participating in Maker programs.	Updated service model was implemented at Central Branch MakerSpace and staff continue to monitor customer feedback on access. Customer resource guides were produced for all equipment. Maker programming is being updated to incorporate more interaction and enable customers to transfer their skills to self-directed equipment use.	3,814	4,768								
KPI 2.2.2	Participant satisfaction with BPL tech skills programs	Staff implemented a pilot survey with third Tech Connect program cohort and received high satisfaction ratings. Began testing for online survey options to launch across digital literacy programs in fall.	0.0%	80.0%								
KPI 2.2.3a	Usage of BPL's digital magazine and newspaper databases.	Grow Our Borrowing project is coordinating continued promotion of strategic borrowing targets. eNewspaper and eMagazine formats promoted in branch, through digital marketing, and at outreach sessions.	314,814	330,555	123,388	235,633						
KPI 2.2.3b	EBook and eAudiobook circulation	Staff are emphasizing available titles in digital borrowing platforms. eAudiobook circulation continues to grow.	424,541	428,787	110,720	224,303						

Goal 2.3

BPL delivers maximum value for every dollar of its collection budget by leveraging data, staff expertise, and borrowing partnerships

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 2.3.1a	Borrowing in adult print book collections	Grow Our Borrowing project team conducted data analysis to identify areas (collections, branches) requiring extra attention. Staff are using mid circulation lists to feature available titles in branch displays and booklists for immediate borrowing. Marketing team planned targeted summer reading promotion for adults.	360,814	368,030	87,896	170,381						
KPI 2.3.1b	Items borrowed by BPL cardholders from 'More to Borrow' partner libraries	Staff continue to work with partner libraries and OverDrive to strengthen reciprocal lending of eBooks and eAudiobooks. The 'More to Borrow' partnership group implemented a change in late June to restrict Lucky Day (7-day, no hold items) access to home libraries only. This may decrease how many items BPL customers borrow from some partner libraries going forward.	169,891	174,988	43,143	87,066						
KPI 2.3.2	Physical format AV budget reallocated to high-demand items	No update this quarter	67,678	64,455								

Priority 3

Nurture a workforce culture driven by our organizational values

Goal 3.1

Staff are equipped with the tools and skills to reinforce BPL values in interactions with customers, collaborators, and colleagues

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 3.1.1	Staff that demonstrate knowledge and skills to navigate friction in the workplace.	▼ Staff are finalizing collaboration with two public libraries and external vendor to develop and implement an assessment tool. Framework for staff toolkit is in development and supportive learning opportunities have been scheduled for 2026 Staff Development Day.	0.0%	75.0%								

Goal 3.2

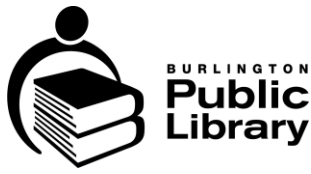
BPL provides dependable and consistent service to customers, no matter which branch they visit or which core service they use

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 3.2.1a	High rating for the question “Overall, the Library has a positive impact on my life” on BPL's annual Customer Satisfaction Survey	Staff audited existing documentation, processes, training and tools for all library service streams to identify duplication and gaps.	94.1%	94.0%								
KPI 3.2.1b	Documented service model that delivers on mission and values for each of BPL's five service streams	Policy & Documentation Framework completed with templates and training provided to BPL staff. Board received recommendation for revised policy structure to compliment service model.		Complete								
KPI 3.2.2	Maintain score on the Great Place to Work (GPTW) employee survey "Support" category	Staff and project consultant reviewed options for new Learning Management System platforms. CPA training restructured into six core areas with staff working on updated content for two priority areas in Q2.	85.0%	80.0%								
KPI 3.2.3a	Implementation of updated community feedback processes	Consultation with City of Burlington Advisory Committees (BAAC, BIAC) completed. Comment cards updated in draft with service stream categorization and visual aids. Alternative methods (multilingual, phone) implemented in Customer Satisfaction Survey.		Complete								
KPI 3.2.3b	Respondents that complete the BPL Customer Satisfaction Survey annually	Survey completed in June with results to be presented to Board in October.	4,696	4,500								

Goal 3.3

BPL's capacity for human-centred service can withstand outside pressures and change

KPI	Description	Comments	Baseline	Target	2026 Q1	2026 Q2	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 3.3.1a	Reduction in staff hours spent on materials handling at BPL's two high volume branches (Central and Tansley Woods)	The project is proceeding as planned; baseline data for task pace was captured and project team prepared for installation and implementation of 'smart' return shelves at pilot branches.	CT: 29.89s TA: 20.10s	-5.0%								
KPI 3.3.1b	High rating for the question "Library staff provide good service" on BPL's annual Customer Satisfaction Survey	No update this quarter	94.7%	93.0%								
KPI 3.3.2a	Score on the Great Place to Work (GPTW) employee survey "Pride" category	Staff surveyed workforce about recognition and engagement processes and analyzed results.	95.0%	85.0%								
KPI 3.3.2b	Staff with documented performance goals explicitly linked to customer impact outcomes	Management group is piloting process for setting and tracking performance goals in Culture Amp performance management platform. Manager goals linked to customer impact outcomes are finalized for 2026.	0.0%	100.0%								



6. Consent Items: 6.6 Endowment Funds March 31, 2026 Statements

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Purpose

To inform the Board of the performance of the endowment funds held by the Burlington Foundation for the period ending March 31, 2026.

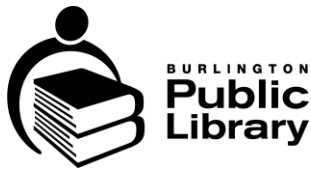
Background

Burlington Public Library is the beneficiary of investment earnings on the following endowment funds held by the Burlington Foundation:

BPL Permanent Endowment Purpose: Established in 2008 to provide an ongoing source of revenue to support and enhance library services. The Burlington Public Library provides services, relevant resources, cultural, social, and educational programming that will benefit the community at large.

Wendy Schick Fund Purpose: Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.

Millicent McEwen Purpose: Established in 2003 to be used 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.



Mae Beatrice Broadbent Purpose: Established in 2015 to be used for the purchase of accessible collections.

Margaret Clay Purpose: Established in 2019 to the benefit of BPL's media collections.

Discussion

On an annual basis, the Burlington Foundation issues grant direction forms for each of the endowment funds based on March 31st year end results. When there are funds available to grant, the forms provide the opportunity for Burlington Public Library to:

- Hold the earned income and add it to the next disbursement
- Re-invest the earned income back into capital to grow the fund
- Disburse the earned income for use as outlined for each fund

For the period ending March 31, 2026, the endowment funds have realized investment returns of 11.6% (8.5% in 2025) before fees. BCF's annualized return over the past 6 years is 10.1%. In total, net earnings of \$53,504 will be disbursed to BPL for use as outlined for each fund.

Financial Considerations

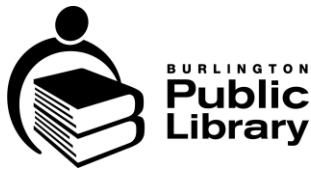
The table below shows the YTD balance for each fund:

Fund	Capital Fund Balance 3/31/2025	Capital Fund Balance 3/31/2026	Income for Grant* 3/31/2026	Grant Decision
BPL Permanent	\$75,937	\$78,317	\$7,420	Disburse
Wendy Schick	\$15,090	\$17,026	\$1,614	Disburse
Millicent McEwen	\$268,081	\$276,486	\$26,196	Disburse
Mae Beatrice Broadbent	\$126,628	\$130,598	\$12,374	Disburse
Margaret Clay	\$60,378	\$62,271	\$5,900	Disburse

*Income for grant is net of administrative fees

Strategic Implications

The funding made available through these endowment funds supports investment in each of the Strategic Goals in the current strategic plan.



Equity, Diversity, and Inclusion Considerations

Two endowment funds stipulate that funding is specifically for collections and equipment that support customers with low or no vision.

Risk Management

The Burlington Foundation manages the investment of these endowment funds as part of a much larger portfolio. The Investment Policy Statement for Burlington Foundation outlines the measures taken to manage risk and ensure compliance with legal and regulatory requirements as found on their website at:

<https://burlingtonfoundation.org/wp-content/uploads/2026/06/Burlington-Community-Foundation-IPS-June-2026.pdf>

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure



July 6, 2026

Dear Agency Partner,

We are pleased to share your Annual Fundholder Package for Burlington Community Foundation's fiscal year ending March 31, 2026.

Together, we are strengthening our community through more sustainable philanthropy. This year, Burlington Community Foundation **supported 127 charitable organizations** through **\$2.2 million in grants**, helping to advance vital work across our region.

We are able to accomplish this impact year after year through strong investment returns. This year's **return earned 11.6%** on BCF's endowed assets, with a **6-year annualized return of 10.1%**. This strong performance continues to grow the long-term impact of charitable funds, helping ensure sustainable support for your mission.

Included with this package is your fund statement, providing an overview of your fund's activity and growth over the past year. Your fund represents more than an investment; it is a lasting source of community impact that will continue to support your mission for generations to come.

To learn more about our collective achievements this year, we invite you to view our 2025-2026 [Annual Community Report](#) and [Audited Financial Statements](#), available on our website. A printed copy of the Annual Community Report will also be mailed to your organization.

I am also pleased to share that in the coming weeks, you will receive information about our new secure two-factor online portal, where you will have the option to manage your fund online (view fund balance, and granting and donation history).

If you have questions about your fund or statement, please contact us at Finance@BurlingtonFoundation.org. Should your organization have any updates to its leadership team or contact information, please let us know by calling 905-639-0744 or emailing Info@BurlingtonFoundation.org.

Thank you for your partnership and for the important work you do every day to strengthen our community.

Sincerely,

A handwritten signature in blue ink that reads 'Megan Tregunno'.

Megan Tregunno, CFRE
Chief Executive Officer

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

HOW TO READ YOUR AGENCY FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the fund from April 1, 2025 to March 31, 2026.

Revenue

- **Donations:** This includes any donations made to the fund. If this line item isn't showing, it indicates that no gifts/contributions were received.
- **Investment Income:**
Foundation staff and the Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current asset mix established by the Board of Directors is as follows:
 - 50% in Canadian, U.S. and International Equities
 - 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
 - 35% in Alternatives Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternatives Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored utilizing established benchmarks for each asset class and geographic location. Burlington Community Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by BCF's [Investment Policy Statement](#).

Expenses

- **Administrative and Investment Management:** This is the comprehensive fee administered to each Fund to recover Investment Counsel and Custodial fees, administration, financial management and grantmaking costs to the Fund. The Administrative and Investment Management Fee, as per your agreement, and BCF's Finance & Administration Policy, is a set percentage of the market value of the Fund at the beginning of each fee period.
- **Grants Paid Out:** Grant distributions from the fund. If this line item isn't showing, it indicates that no distributions were made.
- **Online Donation Processing Fees:** This represents fees associated with processing online donations to your fund.

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

Closing Fund Balance Component

- **Capital:** Total capital balance of the fund.
- **Retained Earnings:** Total net earnings since the fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.



FUNDHOLDER STATEMENT
Burlington Public Library Endowment Fund
April 01, 2025 through March 31, 2026

Activity Summary

BEGINNING FUND BALANCE - April 01, 2025	\$75,936.59
Revenue	
Investment Income	8,593.79
Expenses	
Administration and Investment Management	1,173.44
Grants Paid Out	5,039.71
ENDING FUND BALANCE - March 31, 2026	\$78,317.23

Closing Fund Balance Component

Capital	70,896.88
Retained Earnings	0.01
Total Funds Available for Granting	7,420.34
ENDING FUND BALANCE - March 31, 2026	\$78,317.23

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



FUNDHOLDER STATEMENT
Burlington Public Library Endowment Fund
April 01, 2025 through March 31, 2026

Activity Detail

Grants Approved

09/23/2025	Burlington Public Library	5,039.71
Total Grants		\$5,039.71

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

FUNDHOLDER STATEMENT
Wendy Schick Endowment Fund
April 01, 2025 through March 31, 2026

Activity Summary

BEGINNING FUND BALANCE - April 01, 2025	\$15,090.06
Revenue	
Donations	1,325.00
Investment Income	1,872.17
Expenses	
Administration and Investment Management	251.15
Grants Paid Out	1,003.06
Online Donation Processing Fees	6.56
ENDING FUND BALANCE - March 31, 2026	\$17,026.46

Closing Fund Balance Component

Capital	15,412.00
Retained Earnings	-0.00
Total Funds Available for Granting	1,614.46
ENDING FUND BALANCE - March 31, 2026	\$17,026.46

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



FUNDHOLDER STATEMENT
Wendy Schick Endowment Fund
April 01, 2025 through March 31, 2026

Activity Detail

Grants Approved

09/23/2025	Burlington Public Library	1,003.06
Total Grants		\$1,003.06

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

FUNDHOLDER STATEMENT
Millicent McEwen Fund
April 01, 2025 through March 31, 2026

Activity Summary

BEGINNING FUND BALANCE - April 01, 2025	\$268,081.11
Revenue	
Investment Income	30,338.99
Expenses	
Administration and Investment Management	4,142.62
Grants Paid Out	17,791.86
ENDING FUND BALANCE - March 31, 2026	\$276,485.62

Closing Fund Balance Component

Capital	250,289.25
Retained Earnings	0.03
Total Funds Available for Granting	26,196.34
ENDING FUND BALANCE - March 31, 2026	\$276,485.62

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



FUNDHOLDER STATEMENT
Millicent McEwen Fund
April 01, 2025 through March 31, 2026

Activity Detail

Grants Approved

09/23/2025	Burlington Public Library	17,791.86
Total Grants		\$17,791.86

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

FUNDHOLDER STATEMENT
Mae Beatrice Broadbent Fund
April 01, 2025 through March 31, 2026

Activity Summary

BEGINNING FUND BALANCE - April 01, 2025	\$126,627.72
Revenue	
Investment Income	14,330.64
Expenses	
Administration and Investment Management	1,956.76
Grants Paid Out	8,403.97
ENDING FUND BALANCE - March 31, 2026	\$130,597.63

Closing Fund Balance Component

Capital	118,223.75
Retained Earnings	0.01
Total Funds Available for Granting	12,373.87
ENDING FUND BALANCE - March 31, 2026	\$130,597.63

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



FUNDHOLDER STATEMENT
Mae Beatrice Broadbent Fund
April 01, 2025 through March 31, 2026

Activity Detail

Grants Approved

09/23/2025	Burlington Public Library	8,403.97
Total Grants		\$8,403.97

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744

FUNDHOLDER STATEMENT
Margaret Clay Fund
April 01, 2025 through March 31, 2026

Activity Summary

BEGINNING FUND BALANCE - April 01, 2025	\$60,378.12
Revenue	
Investment Income	6,833.05
Expenses	
Administration and Investment Management	933.01
Grants Paid Out	4,007.16
ENDING FUND BALANCE - March 31, 2026	\$62,271.00

Closing Fund Balance Component

Capital	56,370.96
Retained Earnings	0.01
Total Funds Available for Granting	5,900.03
ENDING FUND BALANCE - March 31, 2026	\$62,271.00

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



FUNDHOLDER STATEMENT
Margaret Clay Fund
April 01, 2025 through March 31, 2026

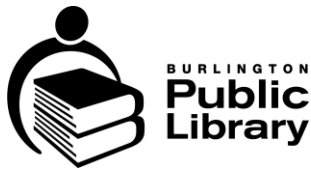
Activity Detail

Grants Approved

09/23/2025	Burlington Public Library	4,007.16
Total Grants		\$4,007.16

For information about your fund or this statement, please contact us:

Finance@BurlingtonFoundation.org | 905.639.0744



7. Decision Items: 7.1 Q2 Financial Statements

Recommendation

THAT the Library Board approve the 2nd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending June 30, 2026.

THAT the Library Board approve the allocation of \$1,000 from the Kids Learning Fund to support teen outreach and engagement.

Purpose

To seek the Board's approval of the Q2 Financial Statements.

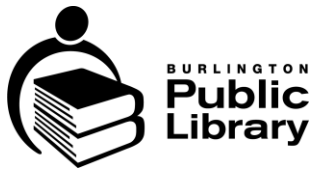
Discussion

Attached are copies of the Operating, Capital and Other Funds Financial Statements for the period ending June 30, 2026. Please see the comment section for each statement for details of variances and expectations for the remainder of 2026.

Staff are requesting \$1,000 from the Kids Learning Fund to support high school outreach and a teen engagement survey. This fall, the Library will pilot outreach in high schools and launch the survey. Teens are one of the equity-deserving groups identified in BPL's Outreach Framework. The initiative will establish a coordinated approach to engaging teens in schools and building relationships with students and educators. Funds will be used to purchase outreach supplies and survey prizes. Because the Kids Learning Fund supports outreach that connects young people with their library, this initiative aligns with the fund's purpose and demonstrates its benefit to children of all ages.

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 and Lita Barrie, Chief Executive Officer.

Burlington Public Library
Operating Statement
June 30, 2026

REVENUE

City of Burlington
Province of Ontario
Library Generated
Grants & Donations

Total Revenue

EXPENSES

Salaries
Employee Benefits
Staff Education

Total Employee Costs

Materials
Operating Costs
Building Costs
Automated Systems
Transfer to Reserve

Total Expenditures

Gross Revenue less Expenditures

2026			
Total Budget	June 30 YTD Actual	% of Total Budget	YE Projection
12,734,042	6,363,421	50.0%	12,734,042
229,403			229,403
277,540	115,300	41.5%	288,309
	7,392		7,392
13,240,985	6,486,113	49.0%	13,259,146
7,601,075	3,798,575	50.0%	7,631,326
2,115,210	1,077,259	50.9%	2,071,381
105,000	39,460	37.6%	105,000
9,821,285	4,915,294	50.0%	9,807,707
1,175,000	677,208	57.6%	1,175,000
402,920	175,629	43.6%	402,920
1,275,955	553,854	43.4%	1,275,955
557,325	434,954	78.0%	557,325
8,500	-		12,944
13,240,985	6,756,939	51.0%	13,231,851
	(270,826)		27,296

2025			
Total Budget	June 30 YTD Actual	% of Total Budget	YE Actual
12,337,734	6,168,867	50.0%	12,337,734
229,403	-		229,403
180,747	112,833	62.4%	250,742
			34,053
12,747,884	6,281,700	49.3%	12,851,932
7,511,016	3,697,291	49.2%	7,516,405
2,067,553	1,013,797	49.0%	1,937,311
105,000	63,942	60.9%	86,023
9,683,569	4,775,030	49.3%	9,539,739
1,175,000	680,484	57.9%	1,176,685
346,190	157,230	45.4%	334,922
1,020,160	467,432	45.8%	1,128,954
522,965	404,549	77.4%	521,240
	-		53,277
12,747,884	6,484,725	50.9%	12,754,817
	(203,025)		97,115

Burlington Public Library
Operating Statement Comments
June 30, 2026

REVENUES:

City of Burlington

Funding from the City of Burlington is budgeted at 3.21% higher than 2025 based on the operating grant awarded to the Library for 2026.

Provincial Grant

The annual provincial grant is typically received in Q4.

Library Generated

Library-generated revenue represents 1.7% of the overall budgeted revenue for BPL (excluding \$50K reserve fund transfer included in \$277.5K.) The YOY increase as of Q2 is primarily related to Printing (\$4K), Room Rentals (\$5.5K), non-resident fees (\$0.8K), and MakerSpace (\$4.6K). These increases are offset by reduced interest earnings (\$7.7K) and sales of equipment (\$4.6K).

YTD performance suggests additional revenue for the following for end of 2026: Printing (\$8.7K), Room Rentals (\$14.1K), and MakerSpace (\$8.1K). These amounts are offset by an anticipated reduction in interest earnings (\$10.7K), and a reduction in chargeback fees (\$10K) from the Brock agreement at New Appleby. After the 2025 audit, communication with Brock clarified that the per student fee covers the fall and winter terms and therefore approximately \$10K of the revenue recognized in 2025 should have been for 2026 for the winter term.

Grants & Donations

Grants and donations are not budgeted for. Throughout the year the breakdown of donations to the various funds can be seen in the 'Other Fund Statement' which is part of the Board package. At the end of the year with Board approval, donations are typically set aside as restricted funds in the Operating Reserve Fund until such time that the Board approves use.

YTD in 2026, we have received Canada Summer Jobs funding of \$7.4K which is offsetting a portion of the employment costs for three summer students.

EXPENSES:

Burlington Public Library

Operating Statement Comments

Salaries & Benefits

Employment costs for 2026 are expected to be underspent by approximately \$13.7K due to gapping. 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.

Staff Training & Educational Assistance

The annual training budget is expected to be fully spent in 2026. YTD spending has been focused on the OLA Conference, First Aid training, Critical Thinking Workshop, and Strategic Planning along with various training platforms such as Citation Canada, Centre for Diversity and Inclusion, and Niche Academy.

Library Materials

The Collections budget is expected to be fully spent in 2026. As is typical, YTD spending is tracking ahead of budget due to the front-loading of annual subscription fees for the year and spending is in line with 2025 spending for Q1.

Operating Costs

YTD Operating costs exceed 2025 spending by approx. \$18K related to increased consulting costs for creation of accessible standard templates (\$3.1K), increased programming expenses (\$4.5K), and MakerSpace expenses (\$10.7K). Maker expenses weren't recorded as of Q2 in 2025 because a new tracking system was under development.

Building Costs

Building costs are higher than 2025 YTD by approximately \$86K primarily associated with an increase in cleaning contracts (\$40K), higher rent for New Appleby and Aldershot (\$69.1K), offset by lower facility repairs (\$18K) and utility costs (\$5K). Spending for the year is expected to be in line with budget.

The large increase YOY in the Building Costs budget is tied to increased rent at New Appleby and Aldershot as well as the introduction of vendor cleaning at Central branch (offset by changes to staffing model).

Burlington Public Library
Operating Statement Comments
June 30, 2026

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 the additional spending of \$30K is primarily related to the introduction of new security software.

Transfer to Reserve

The amount captured in the budget and YTD actual is related to the net MakerSpace revenue. This amount, with Board approval, is transferred to reserve at the end of the year to support future renewal of maker equipment. The increase in the projection is directly tied to the anticipated increased revenue for MakerSpace. The actual results for 2025 also include the transfer of donation funds to reserve for future use.

RETAINED SAVINGS:

The variances described above result in a YTD deficit of \$270.8K however, projections at this time suggest a surplus of \$27.3K will be achieved for the year.

**Burlington Public Library
Capital Reporting
June 30, 2026**

Description	2026 Opening Balance	2026 Funding	Q1	Q2	Q3	Q4	2026 Spending	LTD Remaining Funding	Year of O/S Funding
Capital Reserve Fund*	\$ 715,509	\$ (257,640)					\$ (257,640)	\$ 457,869	n/a
Technology Renewal	\$ 242,382	\$ 340,100	\$ 116,840	\$ 154,264			\$ 271,104	\$ 311,378	2024: \$91.9K 2025: \$50.3K 2026: \$169.2K
Collections Expansion	\$ 55,000	\$ 61,100					\$ -	\$ 116,100	2025: \$55K 2026: \$61.1K
Facility Renewal	\$ 400,652	\$ 201,470	\$ 98,300	\$ 27,663			\$ 125,963	\$ 476,159	2024: \$357K 2025: \$25K 2026: \$114.2K
Central Infrastructure	\$ 2,433,531	\$ 2,572,670	\$ 18,891	\$ -			\$ 18,891	\$ 4,987,310	2024: \$2,135.7K 2025: \$285K 2026: \$2,566.6K
New Appleby Project Construction	\$ 251,535	\$ -	\$ 12,170	\$ -			\$ 12,170	\$ 239,365	2023
New Appleby Project FF&E	\$ 156,323	\$ -	\$ 25,577	\$ 26,249			\$ 51,826	\$ 104,497	2025
	\$ 3,539,423	\$ 3,175,340	\$ 271,778	\$ 208,177	\$ -	\$ -	\$ 479,955	\$ 6,234,808	
					TOTAL CAPITAL FUNDING			\$ 6,692,677	

Funding Sources	
COB (IRRF, CFC)	\$ 531,600
COB one-time funding	\$ 2,200,000
COB (Development Charges)	\$ 61,100
BPL Reserve Fund	\$ 257,640
Total per Budget	\$ 3,050,340
*Bequest funds through Reserve	\$ 125,000
Adjusted funding balance	\$ 3,175,340

*For Children's technology & furniture

Capital Reserve Fund - Restrictions	
Balance	457,869
Central Infrastructure Project	- 234,281
Bequest Funds	- 100,000
MakeSpace renewal funds	- 31,093
Unrestricted Balance	92,495

Board Approved use of Bequest Funds	
Public furniture at Central	70,000
History Walk (replaces bell)	30,000
Total per Budget	100,000

**Burlington Public Library
Capital Reporting Comments
June 30, 2026**

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of \$234.3K for the Central Infrastructure project (2024 & 2025 surplus & interest), MakerSpace equipment renewal funding of \$31.1K and \$100K 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 \$97.9K is available for funding projects in 2027 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.	So far in 2026, spending has been focused on laptops, desktops and tablets (\$64.5K), RFID technology (\$59.4), Servers (\$58.1K), Children's spaces technology (\$28.1K), door control for reservable spaces at Central (\$15.5K), cell phones (\$1.1K), AV (\$2K), and security monitoring/response services (\$42.4K).
Facility Repair & Renewal	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	Spending to date is for Children's Areas Refresh project (\$87.2K), an Intelligent Check-in Shelf (\$24.1K), and infrastructure renewal construction at Brant Hills (\$14.6K).
Central Infrastructure Project	Lifecycle replacement of building systems including HVAC, roofing, and skylights	The project implementation is being completed by COB. A vendor has been selected and planning meetings have been initiated. Some equipment lead times have increased since earlier planning stages so alternate sources are being explored and may cause delay to the overall project. At this time, there is no expectation that Central branch will need to close fully during the construction.
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. Outstanding funding is related to holdbacks for construction deficiencies as is standard practice. The FF&E portion of this funding that is remaining is expected to be spent out in 2026 on refining staff workspaces, additional furniture and some design work in the children's area. Spending to date is for additional furniture for New Appleby (\$25.6K), children's area design (\$17.2K), and staff spaces design (\$9K).

**Burlington Public Library
Other Fund Reporting
June 30, 2026**

Description	2026 Opening Balance	2026 Funding	2026 Spending	Fund Balance
Unrestricted Operating Reserve Funds	\$ 299,334	\$ (50,000)	\$ -	\$ 249,334
Kids Learning Fund	\$ 34,915	\$ 5,580	\$ 3,000	\$ 37,495
Think Big for Burlington Fund	\$ 12,152	\$ -	\$ -	\$ 12,152
Preserve Our History Fund	\$ 6,903	\$ -	\$ -	\$ 6,903
TOTAL OPERATING RESERVE FUND	\$ 353,304	\$ (44,420)	\$ 3,000	\$ 305,884
BPL ENDOWMENT EARNINGS	\$ 7,146	\$ -	\$ -	\$ 7,146
SCHICK ENDOWMENT EARNINGS	\$ -	\$ -	\$ -	\$ -
McEWEN ENDOWMENT EARNINGS	\$ 52,793	\$ -	\$ 5,704	\$ 47,089
BROADBENT ENDOWMENT EARNINGS	\$ 13,510	\$ -	\$ 11,545	\$ 1,965
CLAY ENDOWMENT EARNINGS	\$ 23,299	\$ -	\$ -	\$ 23,299
ISBISTER ESTATE FUND EARNINGS	\$ 38,912	\$ -	\$ 1,334	\$ 37,579
E&R BIRD FUND	\$ 2,178	\$ -		\$ 2,178
COLLECTIONS DONATIONS	\$ 2,542	\$ 1,127	\$ 1,508.52	\$ 2,161
GENERAL DONATIONS	\$ -	\$ 2,280	\$ -	\$ 2,280
TOTAL OTHER FUNDS	\$ 493,685	\$ (41,013)	\$ 23,090	\$ 429,582

**Burlington Public Library
Capital Reporting Comments
June 30, 2026**

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 2026 budget includes the use of \$50,000 for a consultant study researching possible expansion in the west and northeast sections of the city.
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 supplement Summer Reading Club spending, \$5,000 to enhance children's collections, and \$5,000 to support the refresh of children's spaces. To date, the \$3K for Summer Reading has been spent.
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.	This funding will be used in 2026 to support new audio visual systems in Centennial Hall and the third floor event space. This project is scheduled to begin in late August.
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 may be used annually to support the collections budget as well as the purchase of other resources in line with the purpose of the fund. In 2026, approximately \$50,000 will be used to implement new audio visual systems in Centennial Hall and third floor. The system will provide assistive hearing technology and include screens to improve the visual experience during programs. This project is scheduled to begin in late August.
Mae Beatrice Broadbent Endowment Fund	Established in 2015 to be used for the purchase of Library accessible format collections.	A portion of this funding may be 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 may be 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 may be used annually to support the collections budget.
Ethel & Roly Bird Fund	Originally established for storage, maintenance and public access to the Roly Bird memorabilia collection. The purpose statement was expanded in 2026 by the Burlington Community Foundation to support the development and maintenance of a Civic Leaders Collection.	In 2023, the Roly Bird collection was digitized and made available for public access. With this work complete, and annual funding in excess of ongoing storage of this collection, BPL staff requested and received approval to expand usage of the funds for the creation and maintenance of a Civic Leaders 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, and in 2025 the funding was transferred to the Think Big for Burlington Fund with Board approval.

7. Decision Items: 7.2 2027 Library Closures

Recommendations

That the Burlington Public Library Board approve the attached proposed 2027 Open/Closed Library Schedule;

Background

Every September, the Library Board approves the BPL's Open/Closed schedule for the upcoming year.

In addition to statutory holidays, the Library closes to the public for one day each year for an annual professional development day. All staff gather for training, team building, and to celebrate service milestones throughout the day.

Discussion

BPL closes for Ontario's nine statutory holidays, as well as Easter Sunday and Civic Holiday Monday. The Board has also traditionally approved 1 p.m. closures on Christmas Eve and New Year's Eve. In 2027, Christmas Day falls on a Saturday and Boxing Day on a Sunday. To accommodate these weekend holidays, staff recommend closing BPL on Friday, December 24, and Monday, December 27. BPL followed the same schedule in 2021, the last time these holidays fell on a weekend.

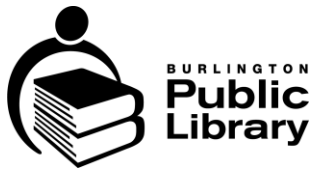
Financial Considerations:

The Library follows the Employment Standards Act rules for paid holidays.

In addition to staff pay, Library Staff budget approximately \$15,000 each year for Staff Development Day in our training budget.

Strategic Implications

Staff Development Day provides an opportunity to focus on BPL's Strategic priority to align staff skills, tools and motivation that are centered on our organizational values.



Equity, Diversity and Inclusion Considerations

The Library recognizes that our community has diverse needs and expectations around library service hours. To offer equitable service and still maintain public holidays for staff, we try to limit the number of closed days and avoid too many consecutive closed days during the winter holidays.

Risk Management

The Board's ongoing oversight ensures strong governance.

Respectfully submitted by Lita Barrie, CEO and Meg Uttangi-Matsos, Director, Service Design & Innovation

2027 Draft Open/Closed Schedule

Date	Status	Day of the Week	Holiday
January 1, 2027	Closed	Friday	New Year's Day
February 15	Closed	Monday	Family Day
March 26	Closed	Friday	Good Friday
March 28	Closed	Sunday	Easter Sunday
May 24	Closed	Monday	Victoria Day
July 1	Closed	Thursday	Canada Day
August 2	Closed	Monday	Civic Holiday
September 6	Closed	Monday	Labour Day
October 11	Closed	Monday	Thanksgiving
November 1	Closed	Monday	Staff Development Day
December 24	Closed	Friday	In Lieu of Christmas Day
December 25	Closed	Saturday	Christmas Day
December 26	Closed	Sunday	Boxing Day
December 27	Closed	Monday	In Lieu of Boxing Day
December 31	Open	Friday	New Year's Eve: Closing at 1:00 pm
January 1, 2028	Closed	Saturday	New Year's Day

7. Decision Items: 7.3 Board Policy Report

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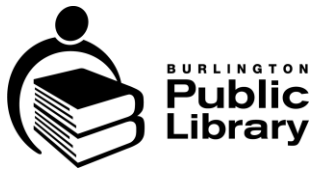
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THAT the Burlington Public Library Board approve the Corporate Accountability Policy effective October 15, 2026, as presented.

THAT the Burlington Public Library Board approve the Collections and Digital Resources Policy effective October 15, 2026, as presented.

THAT the Burlington Public Library Board rescind the:

- Collections Development Policy
- Borrowing Policy
- Local History Policy
- Development & Review of Policy
- Risk Management Policy
- Records Management Policy
- Protection of Customer Privacy
- Security Camera Policy



Purpose

To seek the Board's approval of the new Corporate Accountability and Collections & Resources Policy in alignment with the Policy and Documentation Framework.

Background

As part of the 2026 workplan, staff recommended that the Library Board conduct a comprehensive review of its policies in this final year of the Board's term. While individual policies have been regularly updated to reflect the library's values, mission, legal accountabilities and best practices, the review aims to ensure the overall policy framework aligns with the Board's objectives and is accessible to both staff and the community.

In Q4 of 2025, library staff developed a Policy and Documentation Framework. This framework was drafted to support consistent behavior and business practices throughout the organization, helping staff create and use documents that are relevant, clear, and compatible with related files and workflows. It defines the overall structure of Burlington Public Library's (BPL) documentation, providing a definition and function for each type of document to ensure everyone understands its purpose.

In support of the comprehensive Board Policy review, the Board has endorsed the following outcomes:

- Ensure that Board policies are consistent with the guiding principles of the BPL's Policy & Document Framework.
- Employ clear and accessible language in all service-related policies.
- Minimize the use of jargon to enhance trust between the library and the community.
- Confirm alignment of policy language with the BPL's commitment to equity, diversity, and inclusion.

As part of BPL's commitment to plain language, staff will ensure these elements are applied:

- Findability: Users can quickly locate needed information.
- Understandability: Information is clear on first reading.
- Actionability: Required actions for users or the library are obvious.
- Tone: Language remains welcoming and helpful, not punitive.

- Active voice: use active voice, say "You may borrow up to 50 items" rather than "Up to 50 items may be borrowed by the customer."
- Direct address: Speak directly to readers with pronouns like "we," "you," or "the library" for a conversational style.
- Logical Structure: Organize information using clear headings and bullet points instead of long, dense paragraphs.
- Common Vocabulary: Choose everyday words over complex ones.
- Grade 8 Rule: Aim for a reading level between Grade 6 and Grade 8.

Board Policy Structure

The Board Policy structure now has two categories: Library Services and Governance & Oversight. Existing policy content will be reorganized to align with this structure. Policies addressing the library's legal and fiduciary responsibilities may require more formal language. Policies are being drafted according to the structure and timeline below.

Library Services Policies

One policy for each of the BPL's core service streams.

New Policy Name	Existing policies included:
Library Collections & Resources Policy	• Collections Development Policy • Borrowing Policy • Local History Policy • Ai Policy (currently Operational)
Digital Services & Technology Policy	• Technology Use Policy
Programming Policy	• Programming Policy
Spaces Policy	• Customer Experience Standard • Room Rental Policy • Safety of Children Policy • Public Display of Art
Staff Expertise Policy	• Customer Experience Standard • Protection of Privacy Policy • Ai Policy (currently Operational) • Intellectual Freedom

Governance & Oversight Policies

Enable the Board to fulfill its legal, fiduciary, and accountability responsibilities.

New Policy Name	Existing policies included:
Employee Conduct Policy	• Employee Code of Conduct • Protection of Customer Privacy • Gifts & Hospitality
Corporate Accountability Policy	• Development & Review of Policy • Risk Management Policy • Records Management Policy • Protection of Customer Privacy • Security Camera Policy • Ai Policy (Currently operational)
Finance Policy	• Finance Policy • Donations & Fundraising • Human Resources Policy (Compensation)
Workplace Well-being and Safety Policy	• Health & Safety Policy • Respectful Workplace Policy • Human Resources Policy • Right to disconnect (Currently operational) • Mental Health Policy (Currently operational) • Whistleblower Policy
Board By-law	• Board By-law • CEO Accountability
Equity, Diversity, Inclusion, and Access	• Accessibility Policy • EDI Policy • Rights of Children & Teens • Intellectual Freedom Policy
Collaboration and Partnership	• Sponsorship Policy

	• Community Bulletin Board Policy • Public Art Policy • Facility Naming Policy
--	--

Timeline

Month	Policies to be reviewed:
September	• Board Bylaw (review) • Library Collections and Resources • Corporate Accountability
October	• Equity, Diversity, Inclusion and Access • Board Bylaw (approval) • Library Spaces • Staff Expertise • Employee Conduct
November	• Digital Services and Technology • Workplace Well-being & Safety • Collaboration and Partnerships (moved from September)
January	• Finance • Programming

Discussion

These are the first two policies developed for review under the new structure. In drafting them, staff identified significant opportunities to consolidate content and improve clarity. Board feedback on these policies will inform both the final drafts and the review process moving forward. For each policy, the draft policy document is attached as well as any related public facing document, such as Terms and Conditions.

Corporate Accountability Policy

The following existing policies of been reviewed and consolidated into this new policy:

- [Development & Review of Policy](#)
- [Risk Management Policy](#)

- [Records Management Policy](#)
- [Protection of Customer Privacy](#)
- [Security Camera Policy](#)
- Ai Policy (Currently operational)

Elements of the existing policies that were operational in nature are being shifted to the appropriate internal document type. For example, the operational details from the Security Camera policy have been shifted to an internal Security Camera Guideline. The draft Corporate Accountability Policy is included as Appendix A.

Collections & Resources Policy

The following existing policies have been reviewed and consolidated into this new policy:

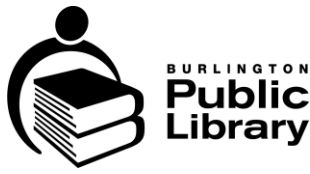
- [Collections Development Policy](#)
- [Borrowing Policy](#)
- [Local History Collection Policy](#)
- Ai Policy (Currently operational)

Elements of the existing policies that were operational in nature are being shifted to the appropriate internal document type. For example, the operational details from the Collection Development policy have been shifted to an internal Selection Guideline and operational details in the Local History Collection Policy have been shifted to a Local History Guideline. The draft Collections and Resources Policy is included as Appendix B. Borrowing Terms and Conditions are included as Appendix C, the general Terms and Conditions will replace the Outdoor Play Collection Terms and Conditions and any details from the existing policies that were better suited to a Terms and Conditions document.

Strategic Implications

Clear policy aligns with BPL's value of inclusion and clarifies our commitment to providing library services to everyone in the community regardless of their ability.

BPL's 2026-2027 Strategic Plan includes goals related to outreach and engagement with equity deserving groups. To reach our goal of increasing library use we must be clear and consistent in policies to ensure they demonstrate our commitment to inclusive service.



This policy review also supports *Strategic Priority 3: Nurture a workforce culture driven by our organizational values goal 3.1 Staff are equipped with the tools and skills to reinforce BPL values in interactions with customers, collaborators, and colleagues.*

Equity, Diversity & Inclusion Considerations

This process will ensure that the Library Board's policies prioritize and affirm dignity, equity, diversity and inclusion both in their structure and content. The use of plain language principles in library policies intentionally creates readability and accessibility for library staff and customers.

Sustainability Considerations

Not applicable

Risk Management

By providing clear expectations for everyone covered under Board policy, we reduce the risk of failing to consistently provide an inclusive library experience.

Related Policy

- [Board Bylaw](#)

Report Author(s)

Respectfully Lita Barrie, CEO.

- Date: September 24, 2026
- Amended Dates:
- Associated Documents:



Corporate Accountability Policy

Governance & Oversight

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Purpose

This policy sets Burlington Public Library’s (BPL) expectations for responsible and ethical business practices. It directs how the Library Board conducts its business to comply with legislative requirements, protect public trust, manage organizational risk, and govern effectively.

Scope

This policy applies to:

- Members of the Burlington Public Library Board
- Employees
- Volunteers
- Contractors and service providers acting on behalf of BPL

All records, information assets, and business activities conducted by or on behalf of BPL. It includes direction for:

- Stewardship of library resources



- Accountability and transparency to the public and stakeholders
- Privacy protection and records management
- Risk management
- Policy governance and oversight

This policy governs BPL's responsibilities as a not-for-profit corporation. Customer responsibilities and expectations for use of library services are addressed in Library Services policies.

Definitions

Corporate Accountability: BPL's duty to act responsibly, transparently, and ethically, and follow applicable laws, Board direction, and maintain public trust.

Personal Information: Recorded information about an identifiable individual, as defined by applicable privacy laws.

Record: Recorded information in any format (digital or physical) created, received, or maintained as evidence of business activities or legal duties.

Risk: Circumstances that threaten the likelihood of achieving organizational goals and objectives.

Risk Management: The system of identifying, evaluating, monitoring, and responding to risks and opportunities.

Statement of Policy

BPL is committed to conducting its business with integrity, accountability, transparency, and care.

The Library will:

- Manage resources and information responsibly.
- Protect privacy and confidential information.
- Maintain accurate and reliable records.
- Identify, prevent, and manage organizational risks.
- Maintain policies that support effective governance.
- Maintain public confidence through ethical and transparent decision-making.

- Comply with applicable laws, regulations, and professional standards.

Policy Details

Governance and Accountability

The Board is responsible for establishing governance policies and overseeing BPL's governance framework. The Board ensures policies align with legislation, strategic priorities, and organizational values.

The Chief Executive Officer is responsible for implementing Board policies, establishing operational procedures, ensuring compliance, and reporting on corporate accountability matters to the Board.

The library will maintain a regular review cycle for Board policies and ensure policies remain current, effective, and relevant. Policy reviews will follow a maintenance schedule. Legislative changes, strategic planning processes, emerging risks, operational experience, or customer concerns may prompt additional or more frequent reviews.

Transparency and Public Trust

BPL will act in a manner that promotes accountability and public confidence. We will:

- Make Board policies publicly available.
- Create and maintain corporate records to support transparency and accountability.
- Report significant privacy breaches, record incidents, and major risks to the organization through established governance processes.
- Steward public resources responsibly.

Risk Management

BPL recognizes that managing risk is essential to achieving its strategic objectives and operating sustainably. We will:

- Embed risk awareness in organizational culture and decision-making.
- Identify, assess, monitor, and respond to organizational risks.

- Maintain appropriate controls to protect people, assets, services, and information.
- Integrate risk management into strategic planning, governance, and major organizational decisions.
- Regularly report significant risks and response strategies to the Board.

The Board establishes BPL's risk appetite and oversees the effectiveness of risk management practices.

Information Governance and Records Management

BPL records are corporate assets and will be managed throughout their lifecycle to meet legal, operational, historical, and business requirements. We will:

- Maintain records that are accurate, reliable, accessible, and secure.
- Retain records following approved retention schedules.
- Protect records from unauthorized access, alteration, loss, or destruction.
- Securely dispose of records once retention requirements are met.
- Use documentation to support transparency and informed decision-making.

The Board delegates authority to the CEO to establish and maintain records retention schedules, procedures, storage services, and operational practices required to implement this policy.

Privacy and Protection of Personal Information

BPL is committed to protecting personal information entrusted to the Library and recognizes privacy as fundamental to intellectual freedom and public trust. We will:

- Collect only information required to conduct library business and deliver services.
- Inform individuals about the purpose for which personal information is collected.
- Use and disclose personal information only for approved purposes or as required by law.
- Maintain appropriate administrative, physical, operational, and technological safeguards to protect personal information.

- Ensure individuals have access to their own personal information as required by law.
- Design services, facilities, technologies, and business practices with consideration for privacy.

Research

The Library may allow an external partner to use customer library records for valid research. Research must follow this policy and be reviewed by the research organization's ethics committee.

The CEO is the Privacy Officer and is responsible for BPL's compliance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990 (MFIPPA) and Canada Anti- Spam Legislation (CASL).

Artificial Intelligence

BPL recognizes both the opportunities and responsibilities that come with using artificial intelligence (AI). We use technology to improve lives: to strengthen accessibility and inclusion, to support problem-solving, and to give staff more time for human-centred service. All AI-generated content and data stored on the library systems is BPL property and may be subject to public disclosure as required by law. We will:

- Maintain human accountability and oversight when using AI and other digital tools.
- Support ethical and responsible AI use for staff and customers.
- Be open and transparent about when and how AI is used.
- Use AI tools in accordance with established IT security and privacy standards.
- Support environmental sustainability.

Security and Surveillance

Security measures such as video surveillance will only be used when needed to support the safety of people, protection of assets, investigation of incidents, and compliance with legal obligations. We will:

- Balance security needs with privacy rights.
- Provide appropriate public notification when surveillance technologies are used.
- Permit only authorized individuals access to surveillance records.

- Follow privacy and records management requirements for surveillance information.

Operational procedures define practical processes for surveillance.

Continuous Improvement

BPL will regularly evaluate its governance practices, accountability systems, and internal controls to ensure they remain effective, proportional, and responsive to changing legal, technological, and community standards.

Document Information	Details
Approved by	
Date	
Amended Dates	
Associated Documents	Related Policies: • Board By-law • Finance Policy • Equity, Diversity, Inclusion and Access Related Legislation: • Ontario Public Libraries Act • Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) • Municipal Act • Employment Standards Act • Canada Anti-Spam Legislation (CASL)



Collections & Resources

Library Services Policy

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Purpose

This policy explains how Burlington Public Library (BPL) develops, manages, and provides access to collections and digital resources, and identifies who may register for borrowing privileges under the authority of the Ontario Public Libraries Act, 1990.

Scope

This policy applies to all library collections and digital resources, including:

- physical materials (e.g., books, audiovisual items)
- digital resources (e.g., eBooks, databases, streaming content)
- archival and local history materials

It applies to everyone who accesses and borrows library collections and digital resources.

It also applies to any Library staff or organization involved in the selection, management, access, and withdrawal of materials.

Definitions

Collections: the holdings of the Library organized by category e.g. fiction collection, French collection

Format: the medium in which information is presented, e.g a book, eBook, etc.

Statement of Policy

BPL develops and manages collections in alignment with the Library's mission, values, and legal obligations. We provide access to collections and digital resources in a way that upholds rights protected by the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code, including freedom of thought, belief, opinion, and expression, within the limits of the law.

Guiding Principles

BPL's collection and digital resource decisions are guided by the following principles:

- support intellectual freedom by providing access to a broad range of ideas, viewpoints, and formats
- reflect community needs and interests through inclusive, diverse collections
- promote equitable access, learning, creativity, and discovery
- respect individual privacy, dignity, and freedom of choice
- preserve Burlington's local history and documentary heritage while meeting legal requirements

Policy Details

Collection Development

We will build and maintain dynamic collections that:

- Provide a broad range of materials for recreation, learning and cultural enrichment
- Include multiple formats while maintaining financial sustainability
- Represent diverse perspectives, viewpoints and experiences

- Evolve over time to respond to community needs and interests, trends and available resources

Selection of an item for a library collection does not constitute endorsement by the library of either the content or viewpoint expressed in that item.

Digital Resources

BPL recognizes that digital formats are essential to library service. We will:

- Provide digital collections and resources that expand access and support digital inclusion
- Consider licensing, access requirements, and cost
- Identify where third-party vendors determine available content within subscription products.

Access and Use

A library card is required to borrow items and access most resources. Library memberships are low-barrier and free for anyone who lives, works, or attends school in Burlington.

BPL is committed to intellectual freedom and equitable access, we will:

- Provide open and equitable access to collections, subject to legal and preservation requirements
- Not restrict access based on viewpoint or content alone
- Ensure that selection does not imply endorsement of any ideas expressed
- Acknowledge that parents and guardians are responsible for material choices made by children in their care
- Control the use of library material to protect items deemed susceptible to theft or damage to ensure the widest possible use of materials

We do not mark selected materials to indicate approval or disapproval of an item's contents or attempt to redact information contained in selected items.

BPL will actively participate in resource sharing for the benefit of library customers and may enter partnerships with other libraries and organizations to assist in providing increased access to collections. Details of any partnerships will be outlined through operational procedures and Borrowing Terms & Conditions.

Reciprocal Membership with other public libraries

Members of Oakville, Milton, Halton Hills and Hamilton public libraries who present a valid library card from their home library and accept Burlington Public Library's rules and regulations may register, at no charge, as reciprocal members with full borrowing privileges excluding digital resources. Burlington Public Library cardholders will be extended similar privileges at the reciprocal libraries.

Non-Resident Borrowers

Burlington Public Library also accepts registrations from people who are not eligible for a free library card upon payment of an annual fee equivalent to the City of Burlington's per capita grant. This fee provides non-resident borrowers with full borrowing privileges.

Community Input and Reconsideration

BPL supports community engagement in collections. BPL cardholders may place formal suggestions for the purchase or reconsideration of library materials by completing a form provided by the Library.

BPL is committed to collections that reflect community needs and interests, we will:

- accept and review customer suggestions for new materials
- provide a clear process for requesting reconsideration of materials
- review challenged items using established criteria and communicate decisions transparently
- report annually to the Library Board on challenges to library materials

The CEO makes final decisions regarding reconsideration requests.

Local History and Community Heritage

BPL aims to collect, preserve, and provide access to materials in various formats that document, describe, and/or illustrate the growing change of Burlington, its people, culture, history, and development.

Burlington Public Library acknowledges that the City of Burlington resides on the Treaty Lands and Territory of the Mississaugas of the Credit. The library will work in alignment with the Truth and Reconciliation Commission of Canada (TRC) and seek to collaborate with Indigenous partners around local history collections and artifacts.

BPL is committed to preserving and sharing Burlington's history, we will:

- collect, preserve, and provide access to materials that document the history, culture, and development of Burlington and surrounding areas
- prioritize materials of local historical and cultural value
- support digitization to enhance access and preserve fragile or unique resources
- make digital content for the library's Local History and Archival Collections as openly available as possible
- work in alignment with Indigenous partners and reconciliation commitments in relation to local history collections

Local history materials may have different access conditions (e.g., in-library use only) due to their rarity or fragility.

Burlington Digital Archive

The Burlington Digital Archive is the platform that houses digitized material designed to explore local history. It is curated and maintained by Burlington Public Library, and includes the archival collections of the library and its partners.

Copyright Restrictions

BPL is not the copyright holder for all material housed in the Burlington History Room and/or contained in the Burlington Digital Archive. BPL's digital archival collections are provided to support fair dealing, including research and private study, in compliance with Canada's Copyright Act. Providing copies or access to material does not include or imply permission to use the material in a publication, exhibition, website, broadcast, or performance. Responsibility for determining the copyright status and any use rests exclusively with the user.

Local History Gifts and Donations

The Library accepts donated local history materials. The Library does not accept donations to the library's lending collections.

All donations:

- are evaluated using the same criteria as selected materials
- become Library property upon acceptance
- may be retained, redistributed, or withdrawn at the Library's discretion

Collection Maintenance

To ensure collections remain relevant and usable, we will:

- regularly evaluate materials for condition, usage, and relevance
- withdraw or replace materials as needed to maintain collection size and scope
- maintain appropriate records for specialized collections, including local history materials

Artificial Intelligence

We recognize that artificial intelligence (AI) is increasingly used in the creation, publishing, discovery, and distribution of information resources.

The library's collections may include works that have been created, edited, illustrated, narrated, or otherwise supported by AI tools.

All materials, regardless of how they are created, are evaluated according to the library's collection development policy, including but not limited to relevance, quality, accuracy, accessibility, diversity of viewpoints, community interest, and overall contribution to the collection.

Roles and Responsibilities

The Library Board establishes overall direction for the library's collection

The Chief Executive Officer (CEO) is accountable for implementing the policy and delegates selection, management, and maintenance activities to qualified staff.

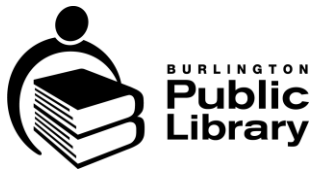
Every person who lives, works or goes to school in the City of Burlington is entitled to their own library card. Library card holders are responsible for items borrowed on their card.

Every person is entitled to choose library materials for their own use. Except where limited by law, children are entitled to the same open and ready access to collections and digital resources provided by BPL. Parents and legal guardians are responsible for monitoring and limiting the use of Library materials by their children.

Conflict of Interest

No actions related to developing, managing, providing access to, or disposing of, collections and digital resources may benefit, or appear to benefit, staff or associates beyond the needs of the Library or the community it serves.

Document Information	Details
Approved by	
Date	
Amended Dates	
Associated Documents	Related Policies: • Finance Policy • Equity, Diversity, Inclusion and Access Policy • Local History Collection Policy Related Legislation: • Canadian Charter of Rights and Freedoms • Criminal Code of Canada • Film Content Information Act • Ontario Human Rights Code • Ontario Public Libraries Act Related Documents • Borrowing Terms & Conditions • Selection Guideline • Local History Guideline



Appendix C: Borrowing Terms and Conditions

Purpose

These terms and conditions explain how Burlington Public Library card holders may borrow, use, and return library materials, including physical collections, digital resources, equipment, kits, and special collections. These are intended to support fair, responsible, and equitable access to library collections for all users.

Membership and Library Cards

A library card is not required to visit the library, browse collections, use most library spaces, or ask staff for help. A Burlington Public Library membership card is required to borrow materials, access some digital resources, and use some services such as in-branch technology and meeting rooms.

Residents of Burlington, and individuals who work, attend school, or pay property taxes in Burlington, are eligible for a free Burlington Public Library card with full borrowing privileges. Other membership types may be available, with borrowing privileges based on eligibility and card type.

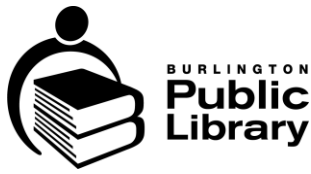
To register for a library card, applicants must provide valid identification or proof of employment or school enrolment. By accepting and using a library card, the cardholder agrees to follow these borrowing terms and conditions, as well as related library policies and procedures.

A library card is for the use of the registered cardholder. Cardholders are responsible for all activity on their account and must report a lost or stolen card to the library as soon as possible.

Borrowing Privileges

Burlington Public Library members in good standing may borrow eligible library materials, subject to borrowing limits, loan periods, renewal rules, holds, and availability.

Borrowing privileges may vary by membership type, item format, demand, or operational requirements. The Library may limit the number of items borrowed at one time when needed to support fair access, manage high-demand materials, protect specialized collections, or respond to misuse of borrowing privileges.



Up to 75 items may be borrowed at one time unless a different limit applies to a specific collection, format, or membership type.

The Chief Executive Officer or designate may restrict borrowing privileges where necessary. A person who questions a restriction may appeal to the Burlington Public Library Board.

Renewals, Holds, and Returns

Borrowed materials must be returned by the due date unless they are renewed. Renewal and hold options may vary by format, demand, and account status.

You are responsible for monitoring due dates, renewal status, and account notices. Library notices are provided as a courtesy, and non-receipt of a notice does not remove the borrower's responsibility for returning materials on time.

All borrowed items remain the responsibility of the cardholder until they are returned and removed from the account.

Some items, including equipment, kits, and materials with multiple parts, may need to be returned directly to library staff rather than through an exterior return slot or automated return system.

Fines, Fees, Lost Items, and Damaged Materials

Burlington Public Library does not charge overdue fines on library materials. Cardholders remain financially responsible for items borrowed on their card that are lost, stolen, not returned, incomplete, or damaged.

You agree to pay applicable replacement or repair fees for lost, missing, or damaged materials, including equipment, kits, cases, accessories, or individual components.

Borrowing privileges may be suspended if charges remain unpaid or items are not returned within a reasonable period. Items not returned within 30 days of the due date are considered lost, and the borrower will be charged a replacement fee. If the item remains unreturned 59 days after the billing notice is sent, a collection agency will contact the borrower to recover the item or replacement fee. The agency does not credit report.

Cardholder Responsibilities

You are responsible for:

- Using borrowed materials with care and only for their intended purpose.
- Returning materials on time and in the same condition as borrowed.
- Returning all parts, pieces, cases, accessories, instructions, and packaging included with an item.
- Reporting lost, stolen, damaged, incomplete, or malfunctioning items to library staff as soon as possible.
- Paying applicable fees for lost, missing, or damaged items.
- Ensuring their library card and account information are kept secure and up to date.
- Supervising the borrowing and use of materials by children or dependents where appropriate.

Parents and guardians are responsible for monitoring and guiding a child's borrowing choices and use of library materials. Children and young adults have access to library collections, including specialized or non-traditional collections, unless limits are placed by law or by the parent or guardian.

Equipment, Kits, and Special Collections

Some library collections include equipment, kits, outdoor play materials, technology, or other non-traditional items. These items may have additional borrowing rules, return requirements, eligibility limits, or safety requirements.

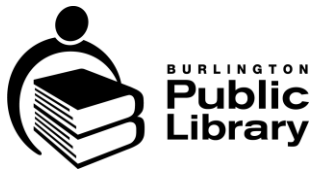
You must follow all instructions provided by library staff or included with the item. Equipment and kits must be used safely, responsibly, and only for their intended purpose.

You must not attempt to repair damaged or malfunctioning items or permit repairs by anyone other than library staff or an authorized service provider.

All components must be returned together. The borrower is responsible for replacement or repair costs if items or components are lost, missing, damaged, or returned incomplete.

Safe Use and Liability

Borrowed materials may not be used unlawfully or in a way that contravenes library policies, rules, or applicable laws.



You are responsible for the safe use, handling, storage, and transportation of borrowed materials. This includes loading, unloading, carrying, setting up, supervising, and returning equipment or large items.

The library does not provide transportation assistance and is not responsible for injury, loss, or damage caused by the misuse, unsafe handling, or improper transportation of borrowed materials.

Where borrowed equipment or play materials are used by children, safe and supervised use is required at all times.

Digital Collections and Online Resources

Digital borrowing and access to online resources may be subject to additional terms set by Burlington Public Library and third-party service providers. Loan periods, holds, renewals, limits, and access requirements may vary by platform or resource.

Use of digital resources must comply with copyright law, licensing agreements, and applicable terms of use.

Burlington Digital Archive

Burlington Public Library's digital archival collections are provided to support fair dealing, including research and private study, in compliance with Canada's Copyright Act.

You are responsible for determining whether your intended use is permitted and for obtaining any required rights or permissions, including copyright permission. Any use beyond fair dealing, including commercial or scholarly reproduction, redistribution, or publication, may require prior written permission from the copyright holder.

Once permission to use is received, when using materials from Burlington Public Library archival collections obtained from the Burlington Digital Archive, users should include the credit: **Courtesy of Burlington Public Library. Used with permission.** For materials belonging to the Burlington Historical Society or the City of Burlington, users should contact those organizations directly for attribution, credit, and permission requirements.

Suspension or Restriction of Borrowing Privileges

Burlington Public Library may suspend, limit, or revoke borrowing privileges when a cardholder does not follow these terms and conditions, has unpaid fees, has long

overdue or unreturned materials, repeatedly returns damaged or incomplete items, or misuses library materials or services.

Restrictions will be applied in a fair and consistent manner and may be reviewed by the Chief Executive Officer or designate.

Related Policies and Procedures

These terms and conditions should be read together with applicable Burlington Public Library policies and procedures, including:

- Collections and Resources Policy
- Fees and Charges Schedule

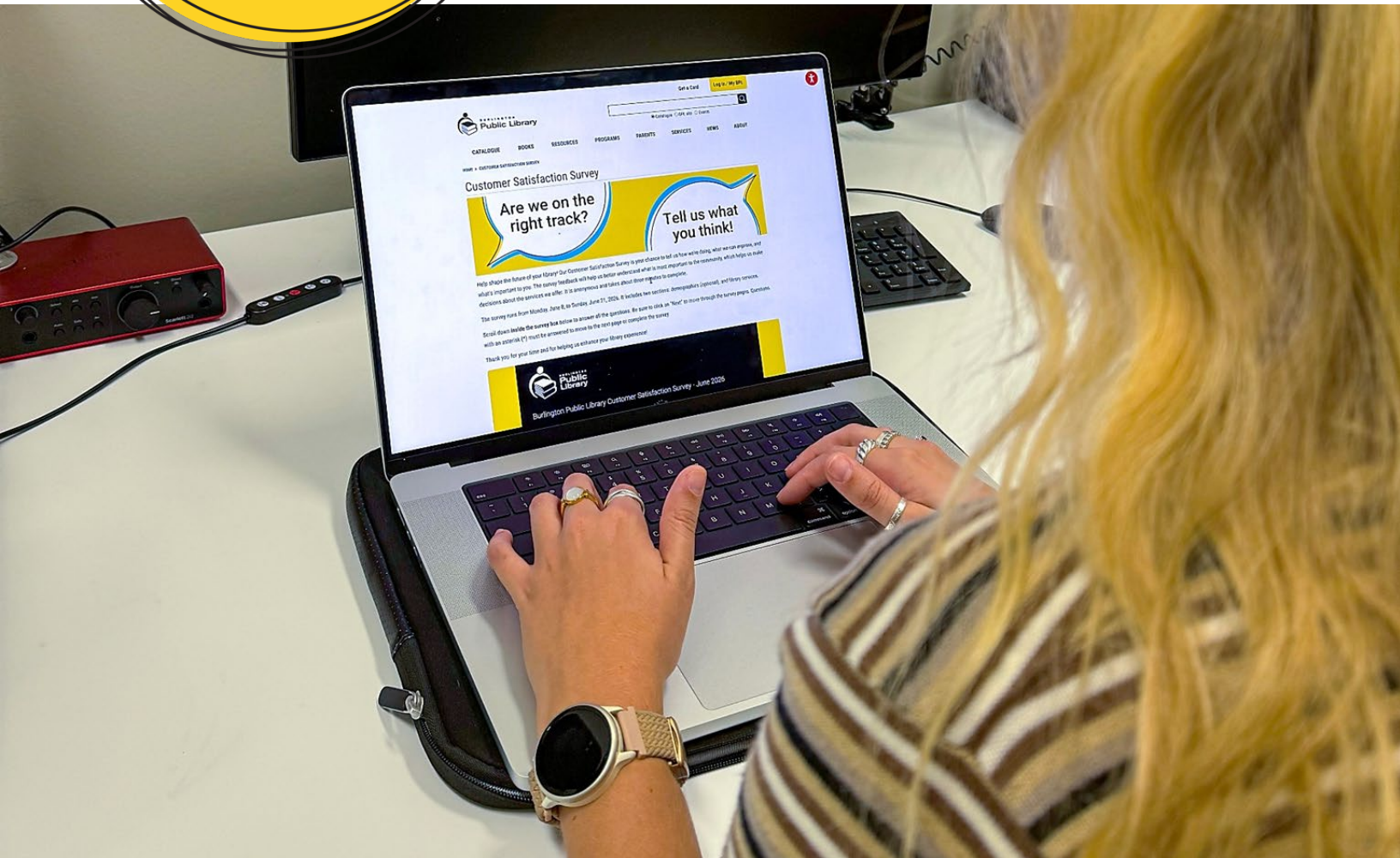
Administration

- Date: August 8, 2026
- Amended Dates:
- Responsibilities: Digital Resources and Collections; Customer Experience
- Frequency for Review: Annual
- Associated Documents:
- Author/Owner: Digital Resources and Collections



Customer Satisfaction Survey

2026 Board Report



Latest Edition: September 2026

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Purpose

This report is for the Burlington Public Library (BPL) Board and public's information. It summarizes response rates, satisfaction scores, and comment themes from Burlington Public Library's 2026 Customer Satisfaction Survey.

Background

The Customer Satisfaction Survey ran from June 8-21, 2026. The feedback is used to help us better understand and meet the community's needs. Satisfaction ratings from this survey are also tied to BPL's 2026-2027 Strategic Plan:

- 1.1.2a Number of completed Customer Satisfaction Surveys from respondents that self-report as a member of an equity-deserving group and actively use BPL services (25% increase)
- 2.1.2 Improved satisfaction rating for library spaces in Customer Satisfaction Survey (76%+)
- 3.2.1a High rating for the question "Overall, the Library has a positive impact on my life" on BPL's annual Customer Satisfaction Survey (94%+)
- 3.2.3b Total number of respondents that complete the BPL Customer Satisfaction Survey annually (4,500+)
- 3.3.1b High rating for the question "Library staff provide good service" on BPL's annual Customer Satisfaction Survey (93%+)

The survey took about 3-5 minutes to complete and had two parts:

- Optional demographic questions
- About your library experience

It was available to complete online, in branch (paper copy), or by phone. An online version was translated into Arabic, Hindi, Punjabi, Simplified Chinese, and Spanish based on Burlington language demographics.

This year's survey received **4,589 complete responses**.

- 4,470 responses online in Survey Monkey

- 100 responses online in Microsoft Forms (translation into five languages enabled)
- 18 paper responses submitted in branches
- 1 response submitted by phone

To improve accuracy in reporting, staff excluded responses that did not complete any satisfaction questions from reported totals in 2026. Staff used artificial intelligence to categorize open-ended comments into themes, then reviewed each individual response to check that it was categorized appropriately.

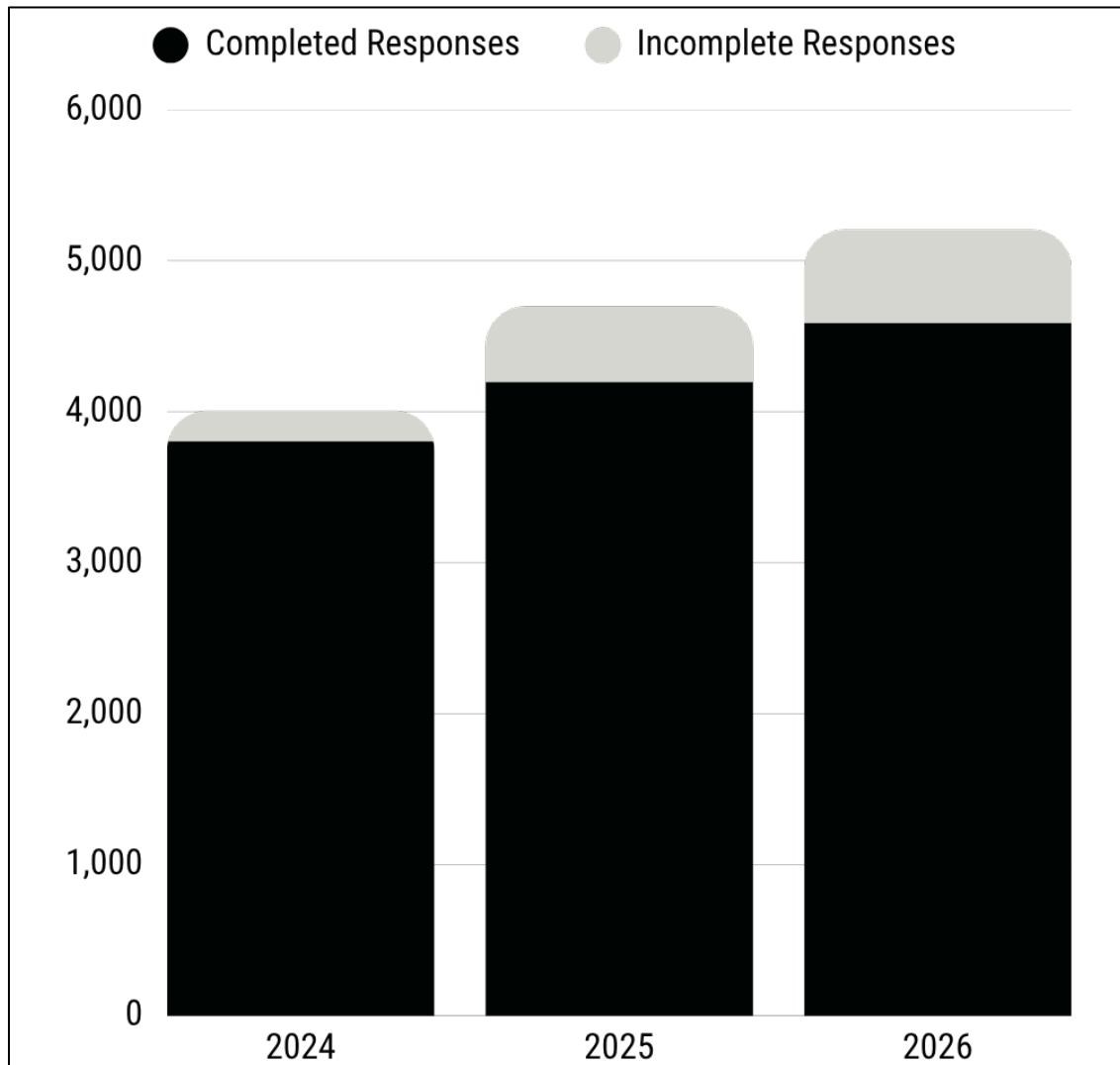


Figure 1 - Yearly comparison of survey responses

Discussion

Survey responses show BPL continues to have a positive impact. When rating these statements:

- 'Overall, the library has a positive impact on my life,' 93.90% agreed.
- 'The library improves the well-being of the community as a whole,' 95.16% agreed.
- 'Library staff provide good service,' 93.78% agreed.

The top reported uses of the library continue to be in person for checking out books (81.59%), online for checking out digital collections (54.37%) and in person to attend programs (34.78%). 1,983 respondents provided open-ended feedback on topics such as collections, programs, spaces, customer service and more.

Library Collection & Resources

Key Findings

- 81.59% of customers surveyed use the library for checking out items in person, and 54.37% use it for checking out items digitally.
- 83.40% of people that answered the question 'Library collections reflect my areas of interest and usually offer something I want,' agreed.

Customer Feedback

Collections and borrowing feedback was the most common category in open-ended responses with 608 total comments. 395 of those focused on requests to purchase more digital and print books—including new books on a variety of suggested topics and more copies of existing books to reduce wait times. The remaining comments were about other parts of the collection such as movies, community access passes, or specific requests for materials.

What We're Working On

Over the past few years, expanding the collection to offer more books to borrow has been a common theme in our annual survey. Many comments ask the library to purchase more books to reduce wait times on popular titles.

BPL is actively working on actions to increase access and manage wait times within our existing budget. Last year, Milton Public Library was added to the OverDrive/Libby 'More to Borrow' partnership that enables shared borrowing between seven Ontario library systems. We continue to work with other libraries to expand participation in this partnership. We are also working with our third-party vendors to streamline processes so new physical books arrive at BPL more quickly. The long-term challenge of rising book costs is addressed in more detail in the Financial Considerations section of this report.

While the public library loans many high-demand titles and new releases, one of our most important roles is to provide access to a broad range of materials. Investing in the breadth of our collection is part of our commitment to intellectual freedom, empowering everyone to make their own informed choices about what they read, view, listen to, and explore. In 2026, we have committed a portion of our budget to reorder classic titles missing from our collection, including children's books. We will also continue to help library borrowers find quality material beyond newly published items by actively recommending titles that are available to enjoy while waiting for a popular hold and featuring hidden gems from our broad collection.

Spaces

Key Findings

Overall, most customers were satisfied with library space.

- 29.42% of respondents said they use the library spaces in person, up from 28.58% in 2025.
- When responding to the statement "Library spaces meet my needs", 75.93% agreed and 22.06% were neutral.
- Agreement was up by 1.29% compared to 2025

When comparing responses by branch, five of seven branches had increased agreement in satisfaction with spaces. Satisfaction with spaces had a weighted average increase of 5% among question respondents that selected New Appleby Branch as a location they use.

Customer Feedback

A total 382 comments were related to spaces, hours, and access. Participants identified a range of needs for library spaces, including for work, quiet study, or socialization. Comments referenced many different preferred uses for library spaces.

- Roughly one quarter of these comments related to hours and access
- 19% related to a need for quiet space, including quiet study
- More than 20 comments provided feedback on meeting rooms

What We're Working On

The theme of varied uses for library space was highlighted in BPL's 2026-2027 Strategic Plan and work is underway to better meet a range of usage needs in our branches.

Last year, BPL opened the New Appleby Branch with three times the space as the previous branch, including three new free meeting rooms. This branch was carefully designed to feature ample seating and meeting space, defined zones for a variety of uses, noise dampening, and integrated wayfinding. In addition, BPL introduced a new online system to book free meeting spaces at New Appleby, Central, and Tansley Woods Branch. This was in direct response to customer feedback. The new booking system helps customers plan and access free workspaces for individual quiet study, virtual meetings, phone calls, and group collaboration. This year, we are also upgrading our children's areas to add new opportunities for hands-on play and learning, thanks to a legacy gift from the Estate of James Williams and support from generous donors to the Kids Learning Fund.

Looking forward to the remainder of 2026 and 2027, BPL will continue to adapt branch layouts to improve accessibility and better define quiet zones and social spaces. Staff are working on a phased project at Central Branch to upgrade wayfinding and signage and increase seating for individual quiet study.

Staff Expertise

Key Findings

- 93.78% of people that responded to the statement, 'Library staff provide good service,' agreed. (down slightly from 94.96% in 2025).
- Fewer customers disagreed with this statement (0.50% in 2025 versus 0.37% in 2026) but more were neutral (4.51% in 2025 versus 5.85% in 2026).

Customer Feedback

147 comments were related to customer service, with more than half sharing positive comments about BPL staff.

- Positive comments generally acknowledge friendliness and helpfulness.
- Negative comments vary, some express desire for more 'hands-on' help.

What We're Working On

BPL is currently updating its staff onboarding and training process, with a focus on customer-facing branch roles. Staff are also developing a Community Engagement Framework to improve how we seek, receive, and respond to input from customers and the broader community.

Programming

Key Findings

When responding to the statement "Library programs reflect my areas of interest and usually offer something I want":

- 55.84% agreed, 40.50% were neutral, and 3.66% disagreed.
- 34.78% of respondents said they were using the library to attend programs. This is similar to 2025 (34.05%), and up from 30.58% in 2024.

Customer Feedback

- 343 open-ended comments were related to programs and events.
- Comments showed a wide variety of interests from customers (crafting, fitness for seniors, Maker services) as well as varied preferences for program time and format.
- Some comments complimented BPL's excellent programming, while expressing that programs fill fast and they were not always able to get a space.

What We're Working On

In the past year, we launched two new technology programs: Tech Connect and Tech Café (in collaboration with Acclaim Health). These were both in response to customer feedback seeking more options for hands-on learning with their own devices.

This fall, we introduced meet-up style programs in open spaces to encourage social connection. This approach is self-directed and provides additional program opportunities for customers within our existing staffing model. Themes were selected in response to customer feedback and include current events discussion, chess, and drawing. These pilot offerings have been well-received so far and may be expanded.

Programming staff are also working on a program feedback survey to more frequently gather input from program participants. This is currently in pilot phase for select technology programs.

Technology & Digital Services

Key Findings

In response to the statement “Library technology and access to Wi-Fi meet my needs”, most agreed (64.05%) or were neutral (34.92%). 17.04% of customers said they use computers, Wi-Fi and other technology. This is similar to 2025 (17.08%), and up from 14.79% in 2024.

Customer Feedback

- 110 comments were related to digital technology such as the website, computers, printers, Wi-Fi, and Maker equipment.
- Customers reported diverse technology needs, including requests for individual help using BPL equipment, more tech help programs, expansion of Maker services (like 3D printers) to more branches, and improvements to BPL’s website and online catalogue.

What We’re Working On

Staff are working on processes and documentation that make it easier for BPL customers to use the technology they need. This includes updates to staff procedures and newly created Maker equipment guides for customer use.

Financial Considerations

BPL is working on continuous improvement in all service streams. A key focus is offering a level of service we can afford to deliver well, consistently, and to the entire community. Our Customer Satisfaction Survey indicates that we are successfully balancing breadth and quality of service within our budget, however it is important to note that some services are more affected by financial constraints.

Feedback about our collection is the most common theme in survey responses with customers requesting quicker access and a variety of formats. How libraries purchase books has evolved over the past decade, with digital licensing models and global economic challenges shrinking our buying power.

eBooks and particularly eAudiobooks have grown in popularity, but pricing practices controlled by large corporations restrict how libraries purchase these items. For example, eBooks typically cost a library four times what a regular consumer pays. In many cases, libraries don't 'own' these digital books and must repurchase them after a set period. And just like a physical copy, libraries can only 'loan' the digital copy to one customer at a time. All these factors make it challenging to grow our digital collection and meet community demand.

Costs for physical materials like print books continue to rise as well due to factors like higher fuel prices. Together, these cost pressures reduce the purchasing power of libraries, including BPL. This is a long-term challenge that we continue to address with advocacy at a local and industry level, including working with library associations at a provincial and national level.

Strategic Implications

Results of BPL's 2026 Customer Satisfaction Survey demonstrate progress on several goals in the 2026-2027 Strategic Plan. Key Performance Indicators related to participation and scores in the survey are set for reporting in 2027, meaning staff will need to maintain or improve scores to achieve these targets.

Gathering feedback from library users among equity deserving groups must be a core focus for the remainder of 2026 and 2027. Staff set an ambitious target increase of 25% by 2027.

Equity, Diversity & Inclusion Considerations

The survey includes demographic questions to help BPL understand which groups it is not reaching and/or needs to serve differently or better. 95.93% of respondents were willing to answer demographic questions. The survey is organized and promoted by BPL, so participation generally reflects customers who are already using and receiving communication from the library.

Demographic Summary

Of respondents who completed the demographic section of the survey most people:

- Were Burlington residents (90.04%)
- Were born in Canada (69.99%) or have lived in Canada for longer than 10 years (23.69%)
- Were older than 55 (41.11% were ages 55-74, and 24.32% were ages 75+)
- Were women (74.14%)
- Selected White/Caucasian/European descent as a census category that best describes them (84.94%)
- Reported their household income is enough or more than enough for their needs (78.74%)

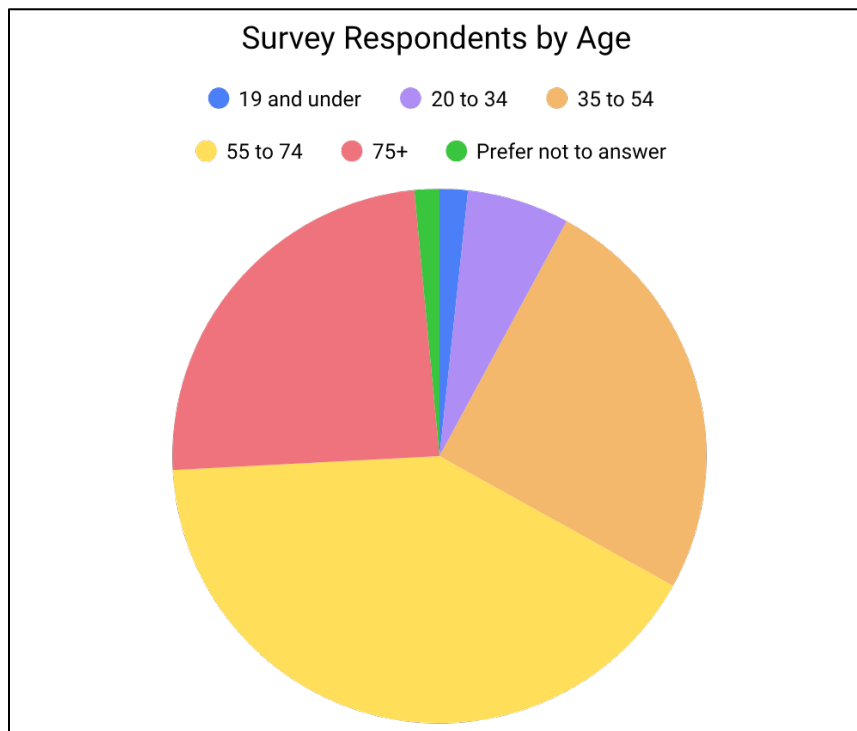


Figure 2 - pie chart of survey respondents by age category

Reaching Underserved Communities

Participation in the annual survey is not fully reflective of Burlington's diverse population. Responses tend to represent more avid library users and those with few barriers to participating. To address this limitation, staff analyze demographic data when reviewing survey results and proactively connect with groups whose perspectives are underrepresented in survey results.

We are working to increase both library use and survey participation among underrepresented groups. In our 2026-2027 Strategic Plan, we are measuring the 'Number of Customer Satisfaction Survey respondents that self-report as a member of an equity-deserving group and actively use BPL services.' Since we capture very limited demographic data when providing library service, we are relying on annual survey data as one indicator of library use. We have created an outreach framework focused on orientation to library services and input from equity-deserving groups and have increased outreach sessions by two thirds this year. We are also working to strengthen relationships with community connectors and reduce barriers to using library services and providing feedback. In 2026, we translated the survey into five additional languages and added the option to complete it by phone. Uptake of these options was limited—staff plan to increase promotion of these options for 2027 and are exploring other ways to reduce barriers.

We still have considerable work to do to reach our goal. In 2026, we saw small increases in the number of respondents who identified as a member of an underrepresented groups and said they use library services. Participation among 2SLGBTQIA+ individuals increased more than 25% and staff hope to maintain this level of participation in 2027.

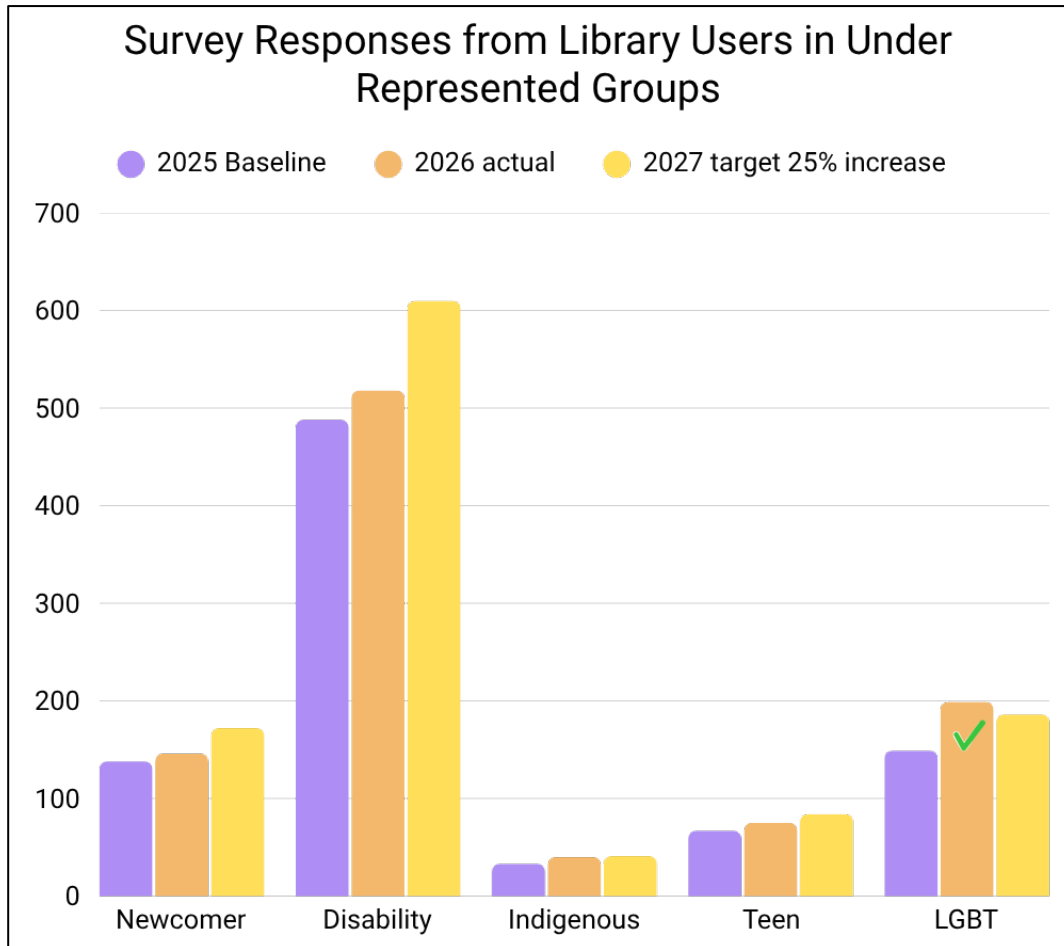


Figure 3 - Survey responses from equity-deserving, underrepresented groups

Staff also reviewed demographic data to see whether certain groups feel differently about the library and how. Though data from these groups is limited, it is one of the tools we can use to improve how we serve them. In 2026, compared to the average of all survey respondents:

- Teens reported lower satisfaction with programs and collections and higher satisfaction with spaces and technology
- Newcomers reported slightly lower satisfaction with collections and higher satisfaction with spaces and technology
- People from the 2SLGBTQIA+ community reported slightly lower satisfaction with collections, slightly higher satisfaction with spaces and higher satisfaction with technology
- People with a disability reported slightly lower satisfaction with collections and slightly higher satisfaction with technology but similar satisfaction in other categories

- Indigenous people reported slightly lower satisfaction with customer service and positive impact on their life, lower satisfaction with spaces, and significantly lower satisfaction with collections. They reported slightly higher satisfaction with programs and higher satisfaction with technology

These responses don't represent any community, but they provide insight into which services we need to adapt to meet the needs of some equity deserving groups. Our Outreach & Inclusion team and other staff will use this data during outreach to gather more specific information about why these services may not be meeting peoples' needs.

Risk Management

This annual survey is an important tool for BPL, however staff are aware of the risk of relying too heavily on this annual survey to guide strategic decisions. It represents a point in time and does not adequately reflect the diversity of BPL customers and Burlington residents. Survey results must be used in combination with other data and insights. Library staff are implementing improvements to customer feedback processes so input can be collected, reviewed, and addressed systematically year-round. These improvements will help staff identify themes and patterns in input and ease overreliance on annual survey results.

Related Policy

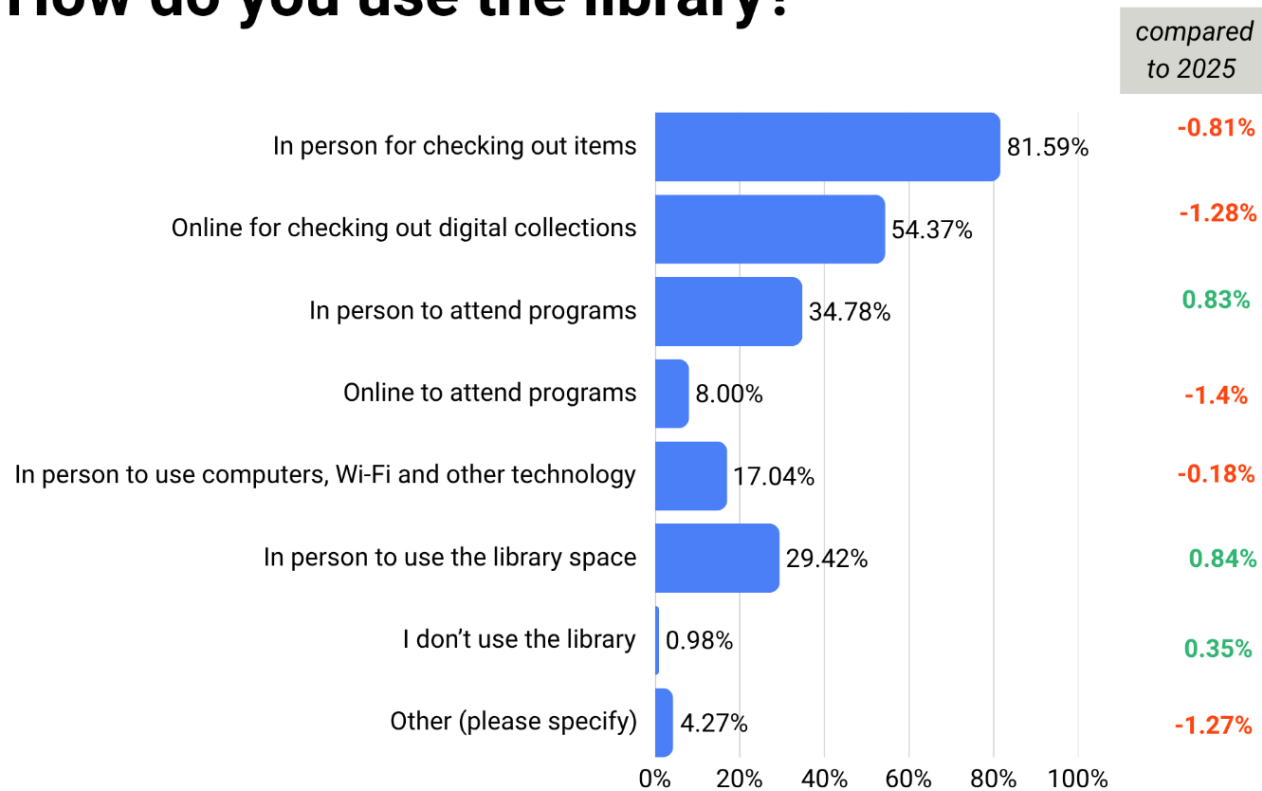
[Records Management Policy](#)

[Protection of Customer Privacy Policy](#)

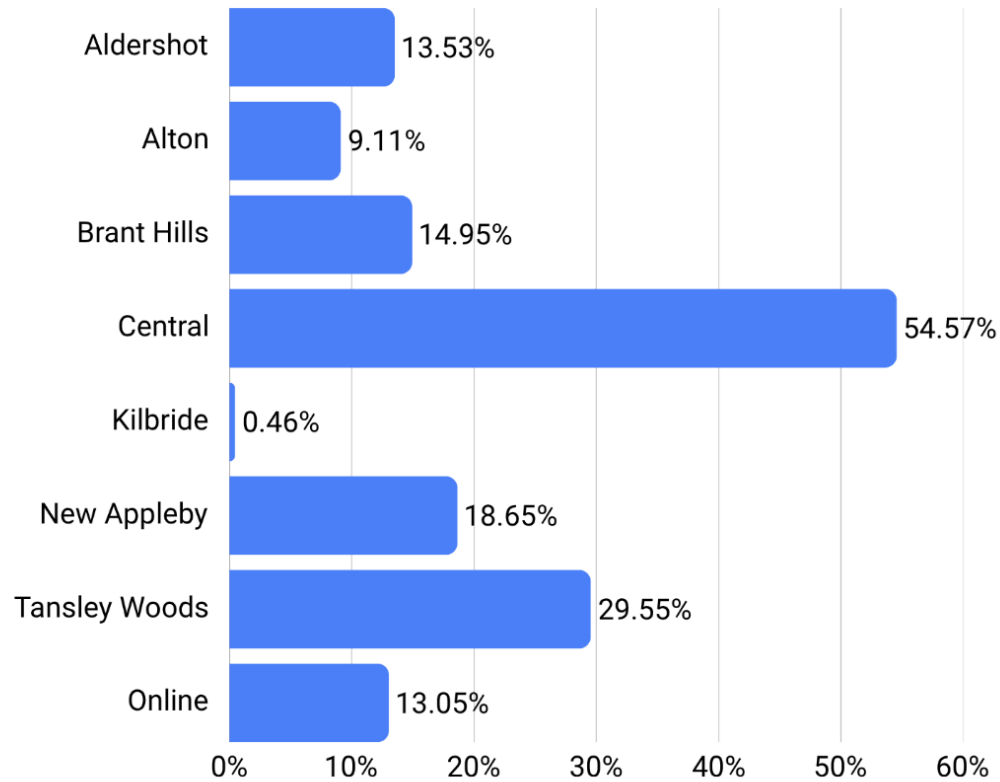
Submitted by: Elise Copps, Director, Communications & Engagement and Krista Schwab, Manager, Marketing & Communications

Appendix A – Satisfaction Rating Charts

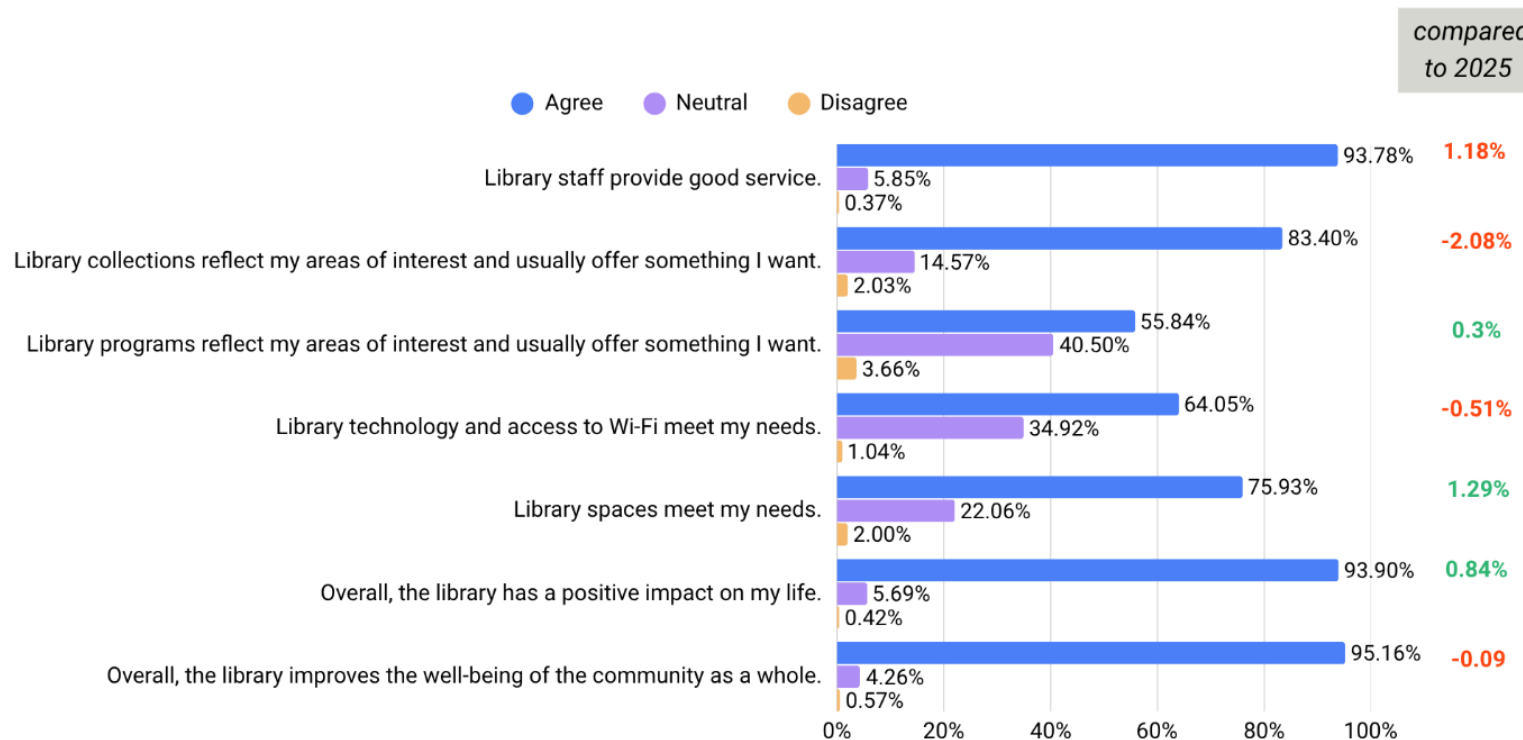
How do you use the library?



Which branch(es) do you use most often?



About your library experience



8. Discussion Items: 8.2 Board Succession Plan

Purpose

This report is to seek the Board's input on the Board Transition Brief and to provide an update on the Succession Plan for the 2027-2030 term.

Background

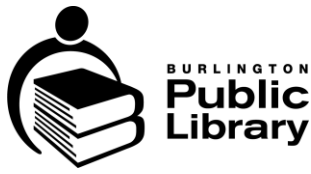
As the Board approaches the end of term, consideration needs to be made regarding the next term of the Board. To that end, there are several activities the Board undertakes to support the Library Board succession process and inform and advise City Councilors who will be tasked with recommending Board appointments as part of the start of the new term of City Council beginning in November 2026.

There are four key parts of the Library Board's succession planning process:

- Promoting the Library Board as a volunteer opportunity for residents
- Preparing and approving resources to assist in the recruitment process (skills matrix & interview questions)
- Planning the orientation program for the incoming Board
- Preparing and approving a transition brief for the incoming Board

Timeline

- **June Board meeting (Presented in May)**
 - Review and approve Library Board Open House presentation, marketing plan & dates
 - Review and approve Board Skills Matrix & draft interview questions
- **July/August**
 - Staff update Board orientation & training materials
- **October Board meeting**
 - Host 1 virtual and 2 in person Library Board Open House events (Central branch and Tansley Woods branch)
 - Review and approved 2027 Library Board Orientation plan and training materials
 - Review draft Board Transition Brief
- **November Board Meeting**
 - Approve Board Transition Brief
 - Appoint adhoc committee to interview Library Board volunteer applicants



Discussion

The Burlington Public Library Board has traditionally taken a proactive approach to succession planning, beginning its work before the City of Burlington Clerk's Department finalizes the 2027–2030 Local Board and Advisory Committee volunteer application process. This early start allows the Board to consider recruitment and succession needs thoroughly.

Board Transition Brief

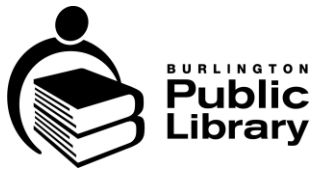
Before the draft Transition Brief is presented for review, staff are seeking the Board's input on the key accomplishments and themes it should address. The 2022 Transition Brief is included as Appendix A for reference.

Library Board Open House

Staff will share the updated draft of the Library Board Open House Presentation at the September 24th meeting. Library staff have prepared an About BPL library impact document (attached as Appendix B) to be distributed to prospective board members and candidates.

Financial Considerations

The one-time funding for the Board succession related work will be funded through the Operating budget.



Strategic Implications

One of the Library Board core functions in oversight of the Strategic Plan. A strong Board succession plan supports and aligns with that key role.

Equity, Diversity, and Inclusion Considerations

The 2027-2030 Board recruitment & orientation provides an opportunity to increase awareness among diverse community members to ensure representation on BPL board, reducing barriers to Board participation and strengthening of the equity, diversity and inclusion lens in Board orientation.

Sustainability Considerations

BPL's Sustainability Plan includes climate change mitigation, adaptation and climate equity considerations those key considerations will be embedded into the Board's training materials.

Risk Management

Board recruitment is an opportunity to increase awareness of the library's role in the community and the function of the Library Board in its governance. Transparency and clarity are critical throughout, as the Library Board seeks to support a process that is the decision of City Council.

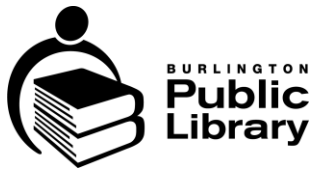
Policy

[BPL's Board Bylaw.](#)

Final Remarks

Outlining a timeline for Library Board succession planning related activities at this time provides an opportunity for associated work to be distributed over the course of the year allowing for fulsome Board input and reflection.

Lita Barrie will communicate with the Community Clerk's group at the City of Burlington about the application process and timelines for the incoming term of the Library Board and update the Library Board accordingly.



Report Authors

Respectfully submitted: Lita Barrie, CEO

Appendix A: 2022 Board Transition Brief

This transition brief highlights the 2019 to 2022 term of the Library Board and provides information to the incoming Library Board to assist in setting the context and providing an expectation on what lies ahead for your term on the Library Board.

The Library Board was delayed in completing the Strategic Plan due to the Covid-19 pandemic. The work was started prior to the pandemic however public health guidelines and government mandates forced the Library Board to close Library doors on March 13, 2020. Despite the closure, work on the Strategic Plan continued and at the end of 2020, the Library Board released the 2021-2025 Strategic Plan detailing the focus of the current Library Board and the continued direction for the immediate future.

Burlington Public Library Board Accomplishments 2019 to 2022

Community Impacts

- Beginning as a project in 2019 to bring more open hours across the system, the Library Board has optimized library hours through 2022 as follows:
 - Sunday hours at all locations, except Kilbride
 - More evening open hours (excluding Friday evenings)
 - 7 day a week service, year-round, at all locations, except Kilbride
- Fines Free: BPL stopped charging overdue fines in March 2020 to help reduce barriers to accessing library collections during pandemic-related closures. After assessing the impact to fine revenue, the Library Board went “Fines Free” indefinitely in June 2021. A focus on “Pay it Forward” was initiated to ask customers for a donation to the library in lieu of fines. Lost, damaged and items kept beyond 30 days continue to have fees applied.
- Covid-19 Response: throughout the Covid-19 pandemic, the Library continued to offer uninterrupted service by quickly adapting to the physical closure of branches (due to regulatory requirements) and redirecting library budgets to digital collections and programs. As soon as it was safe to do so, the library offered holds pick up service and modified library spaces and services adhering to public health guidelines.
- In 2020, the Library Board committed to addressing racism. The Board developed Together Against Racism Statement and outlined an action plan that included Anti-Racism training for all staff and a review of all BPL policies.
- Burlington Literary Festival
 - Launching in 2021, Burlington Literary Festival is a month-long event, held annually, celebrating literature, literacy and writing in Burlington. A wide range of events held over 30 days include author visits, panel discussions, writing workshops and more. The [full calendar of events](#) is available online.

- BPL 150th
 - Celebrating 150 years of service, BPL created and hosted events to celebrate reading and literacy in the community since 1872. Events featured Library Board members present and past culminating in a Birthday Party in September and a sold out “After Dark” event in November.

Partnership Developments:

- **More to Borrow:** This partnership was initiated by BPL and facilitated through Overdrive. Library systems from Mississauga, Hamilton, London and Ottawa came together with BPL to give our library members access to a wider range of materials to read, listen to, and watch
 - The partnership gives priority to each community’s digital collection but allows holds, access and borrowing on any available item in the Overdrive digital collection to the other partner communities.
 - This proved to be an excellent way to increase access to collections while managing costs.
- **Borrow Around the Bay:** A partnership between Hamilton Public Library and BPL expanded the borrowing capability for all members of our two communities. BPL customers now have expanded borrowing at HPL for all physical collections (up to 50 items at a time) and for the Overdrive digital collection (up to 10 at a time).
- **StoryWalk:** Presented in partnership with the City of Burlington's Recreation, Community and Culture department, StoryWalk® launched in 2019 as a fun and engaging opportunity for community members to read a story and enjoy the outdoors at the same time. Pages of a book are posted along a trail, path, or park in each Ward across the City.
- **Community Fridge Partnership with Food for Life:**
 - Aldershot branch, in partnership with [Food for Life](#), is Burlington's first community fridge location to complement four other Food for Life community program sites in the city. Twice weekly, Food for Life volunteers stock the fridge at Aldershot Branch with fresh food items for residents to take what they want when they need it.

To: Burlington Public Library Board 2023-2026

From: Burlington Public Library Board 2019-2022

Congratulations on your appointment to the Burlington Public Library Board. You have been entrusted with responsibility for governance of this vital community service. It has been our privilege to serve the community as members of the Burlington Public Library Board and we wish you well in your stewardship of our wonderful library system.

In addition to providing a copy of the highlights and achievements from our term, we wanted to share a list of topics and issues with our successors. Good governance is a continuum and ensuring a smooth transition is our priority. We offer these comments as advice for your consideration.

While partnerships are an important area of focus in the 2021-2025 Strategic Plan, Library Board members are not responsible for building partnerships with individuals, organizations or businesses in the community. Library Staff are responsible for the day-to-day operations which includes building partnerships to grow library services. The Board is kept abreast of developments and has the opportunity to provide direction and approval where appropriate. Where the Board may be asked to build relationships is when funding or fundraising is required. The Library Board may need to delegate to City Council or be instrumental in making community connections for fundraising needs.

Governance

- It is important that the incoming Library Board have clarity about your role, as a governing body and that you are prepared to continually invest in honing your governance skills and knowledge.
- Monitoring the Board's performance annually and taking the time to reflect on the Board's effectiveness is a valuable exercise that informs changes and improvements in the way the Board operates.
- There are many professional opportunities for training and networking with other public library trustees through the provincial Library Associations.

Community Engagement

- Burlington Public Library is the community's library and as a representative of the community, it is essential you are engaged in dialogue with, and data about, the community to anticipate demographic changes and emerging interests that will guide your decision-making and priority setting.

Strategic Planning

- The Board is responsible for ensuring that a Strategic Plan is developed, approved and that appropriate measures are established to gauge success in achieving strategic priorities.
- Consideration of the City of Burlington strategic priorities is recommended.

Return on Investment and Impact

- The Board is responsible for articulating both the quantitative and qualitative measures of the value that the community is gaining through library spaces, resources, services and programs. Performance measures and appropriate monetization of the value and return on investment of the library's services and programs needs to be a priority focus.
- Continue to work with Library staff to implement performance measures that reflect not only activity but also outcomes of library services and programs.
- Since 2015, Burlington Public Library has produced an annual Economic Impact summary based on the model developed by the Martin Prosperity Institute of the Rotman School of Business of the University of Toronto and the Toronto Public Library. The summary expresses in dollars the economic impact of the Library and is published as part of the Annual Report.

Fiscal Oversight

- The Board has fiduciary responsibility to oversee and present the financial needs of the Library to City Council and is an advocate to City Council on all budgetary issues.
- As part of Library Board orientation, it has been requested that City of Burlington Finance provide an overview of the City of Burlington's Capital planning and Development Charge Study process and requirements to assist the Board in fulfilling its fiduciary responsibility.

Operating Budget:

- The Board presents the operating budget needs to the City each year and submits business cases for any required costs above the guidelines set by City Council.
- The Board is a member of the Federation of Ontario Public Libraries (a non-profit organization devoted to being a collective voice for public libraries). Continue to work on advocacy through the Federation of Ontario Public Libraries to increase the provincial level of funding for public libraries.

Capital Budget:

- The Board presents the capital budget and a 10-year capital forecast to the City reflecting major infrastructure repair/replacement and funding for future service development and strategic initiatives.
- Explore unexpected partnership opportunities (i.e the partnership in Aldershot with Halton Community Housing Corporation, the Alton Branch partnership with Halton District School Board and the City of Burlington, and the partnership with City of Burlington and Brock University for New Appleby Branch) to gain efficiencies and growth in library service levels across the City and in underserviced wards.

- The New Appleby Branch lease expires in 2024. Library Staff have been working with the City of Burlington to develop a solution for the permanent location of New Appleby Branch. The City of Burlington recently announced its purchase of Robert Bateman High School from Halton District School Board. This property will be renovated to include a learning center for Gary Allen (HDSB), a community hub including the existing pool, community rooms, a triple gym, the relocation of TechPlace, Brock University's Teachers Education and Applied Disabilities Studies Programs and a permanent home for the New Appleby branch of Burlington Public Library. Updates on the project will be brought forward to the Board at monthly meetings.
- The Strategic Initiatives capital budget line was introduced to provide for the implementation of initiatives from the Strategic Plan. Preserving this budget line will be important.

Public Access

- Plan for changes and growth that will happen in the community as the City of Burlington works to finalize the mobility hubs and execute the [Official Plan](#). Access to information and knowledge is increasingly digital and plans and spaces need to be flexible in anticipation of new technologies.
- Public Libraries are essential repositories of knowledge, books and information. Public Libraries have been evolving as essential community hubs and gathering places for learning and connection. It is the Board's responsibility to ensure that there is adequate funding to support library spaces and services as community needs, technology and information formats continuously change and evolve.

Investing in our People

- Staff is the most important resource of Burlington Public Library and being a desired employer and having an engaged staff is a high priority. It's the Board's responsibility to ensure there is adequate funding to invest in continuous improvement and training opportunities for Library Staff
- Be prepared to consider the compensation as it relates to the retention and recruitment of staff.

Accountability

- The Board is accountable to City Council, the community, Library staff and Library partners. It is important that all business of the Board be conducted with transparency and integrity.
- The Library Board holds the Library CEO responsible for the efficient operation of the Library. The CEO is the Board's only employee and the Board's main point of contact with regard to the operations of the organization, its achievement and conduct.

Advocacy

- Advocacy was identified as an area for continued development on the part of the Library Board. Advocacy may take many forms depending on the needs of the community, the Library, funding pressures and environmental factors (eg. Cost of digital collections)

Intellectual Freedom

- The protection of intellectual freedom is foundational to the Burlington Public Library system. As an independent body, the Library Board has the authority and responsibility to make decisions to ensure policies, collections, services and programs are unfettered by censorship or those wishing to impose restrictions contrary to the principals of intellectual freedom.

Sincerely,
Catharine Benzie, Chair

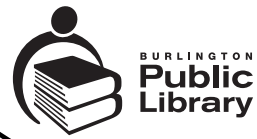
On behalf of the 2019-2022 Burlington Library Board

Burlington Public Library Board 2022

Catharine Benzie, Chair
Jennifer Tarnawski, Vice Chair
Brian Kenny
Jason Manayathu

Nawaz Noormohamed
Lindsay Zalot
Councillor Shawna Stolte

The library makes Burlington better.



We open doors to new ideas and connections, supporting an informed, engaged, and evolving city. With seven branches across Burlington, we are a community hub rooted in the joy of reading and the power of curiosity.

Burlington residents use their library—a lot.

Burlington Public Library has more active members per capita than any other mid- or large-size Ontario library. With 1.07 million visits and 2.17 million items borrowed in 2025, residents reap great return from the City's investment in library services—nearly 500% or \$320 in economic value per resident.

Nearly **half** of Burlington residents are active BPL members

BPL is a vital source of information and support.

Residents thrive when they have tools to create the life they want—not just for themselves but for their community. In an age of automation, BPL meets a growing demand for trusted local information delivered by knowledgeable and caring people. We help customers navigate government services, conduct research, and build skills and confidence to pursue new possibilities in the city they love.

95% of surveyed customers agree BPL improves community well-being

BPL brings people together.

Burlington Public Library is where people come together to learn, create, and connect. Our welcoming spaces strengthen community life and remind people that they are part of something bigger than themselves. Every day, residents attend programs, meet neighbours, study, volunteer, access social services, and simply enjoy the reassuring feeling of being somewhere they belong.

We're open **431** hours each week, offering space and social connection



collections & resources



digital services & technology



free programs & events



spaces to gather



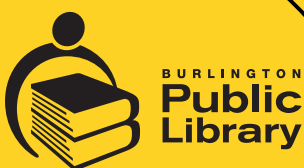
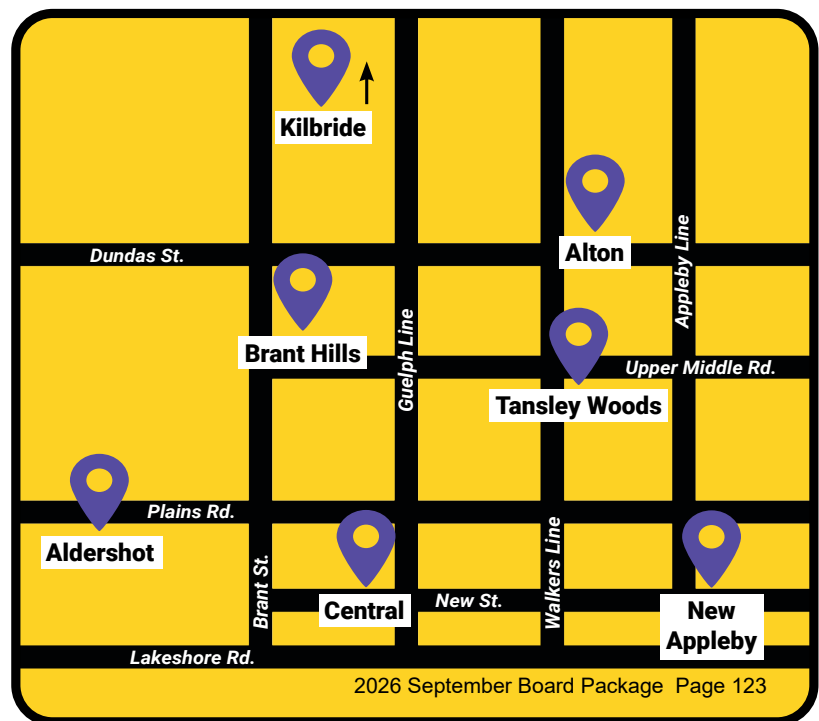
staff guidance & information



Whether you live, work, or study in Burlington, the library is here for YOU!

- ▶ Borrow books, games, movies, magazines, and technology
- ▶ Get help finding your next great read or navigating community resources
- ▶ Discover inspiring interactive spaces for social connection, quiet study, group work, and play
- ▶ Join free programs and events including author talks, hands-on workshops, tech programs, storytime and more

Visit your nearest BPL branch or **bpl.on.ca** to sign up for a free membership.



8. Discussion Items: 8.3 Board Bylaw Report

Purpose

To present the updated draft of the proposed Board Procedural Bylaw revisions and seek the Board's input.

Background

In 2020, the Board passed the Board's procedural Bylaw. The Bylaw was drafted in response to the recommendation of the City Clerk that a procedural Bylaw was preferable to the Board's previous Board policy structure to define roles, responsibilities, and the regulation of Board business. The Bylaw was last updated in 2025.

In accordance with Section 8, Amendments of the By-law, this report is providing Notice of Motion to revision of the By-law as attached for approval at the October Library Board meeting pending the outcome of the discussion.

Discussion

The revised draft is attached with the changes in highlighted including the integration of the existing CEO Accountability & Authority Policy (highlighted in blue). Changes to text to improve clarity have not been highlighted for readability. Pending Board feedback on the draft edits, the document will be shifted into the updated document template.

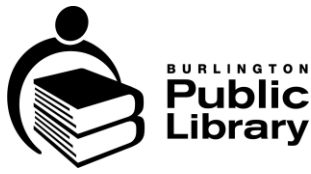
Financial Considerations

There are no direct financial impacts related to these proposed Bylaw revisions.

Strategic Implications

Clear policy aligns with BPL's value of inclusion and clarifies our commitment to providing library services to everyone in the community regardless of their ability.

BPL's 2026-2027 Strategic Plan includes goals related to outreach and engagement with equity deserving groups. To reach our goal of increasing library use we must be clear and consistent in policies to ensure they demonstrate our commitment to inclusive service.



Equity, Diversity & Inclusion Considerations

Strong governance enables the Library Board to support equitable customer service and advance equity, diversity, inclusion, and access in BPL's workforce and community services. Applying plain-language principles to Board Bylaw improves readability and accessibility for staff and customers.

Sustainability Considerations

There are no direct sustainability considerations related to these proposed Bylaw revisions.

Risk Management

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

Final Remarks

The proposed edits ensure that the Board Bylaw is updated in a timely manner.

Report Author(s)

Respectfully submitted: Lita Barrie, Chief Executive Officer



BPL Board Bylaw

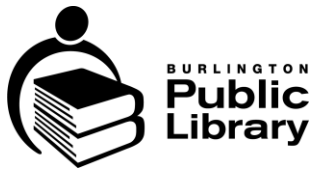
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Procedural Bylaws of the Library Board

The Burlington Public Library Board (the “Board”) is a corporation appointed by the City of Burlington under the *Public Libraries Act*, R.S.O. 1990, c. P.44, as amended (the “Act”), and established by City Bylaw 68-2006. The Board is responsible for ensuring that public library services are delivered effectively and efficiently in Burlington.

The Board represents the community in fulfilling its mandate and is appointed by and accountable to Burlington City Council for Burlington Public Library’s (BPL) financial affairs.



This Bylaw sets the rules for how the Board and its Committees conduct their business.

Section 1: Governance Vision of the Burlington Public Library Board

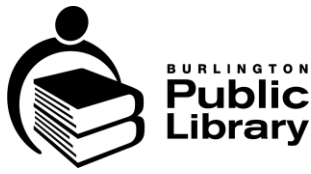
The Board oversees the purpose, plans and policies of BPL. The Board's purpose is to provide the community of Burlington with comprehensive, efficient public library services reflecting the needs of the Burlington community.

The Board uses its funding to provide the best possible library services for Burlington residents. It also ensures that BPL's services and programs meet the community's changing needs.

Statement of Responsibilities

The Board:

- Establishes the bylaw and policies that govern the operations of BPL and of the Board itself and reviews these on a set schedule to ensure continued relevance.
- Adheres to Board Code of Conduct
- Appoints the Chief Executive Officer who will have general supervision over and direction of the operations of the public library and its staff. (*Public Libraries Act*, R.S.O. 1990, c. P.44, s. 15(2)).
- Develops, approves and monitors progress on a multi-year strategic plan to set direction and goals for the Board term.
- Oversees the Library's finances to ensure they are managed responsibly and ethically. The Board approves the annual operating and capital budgets and reviews quarterly budget updates.
- Monitors the key performance indicators of the Library and endorses strategies to influence those performance indicators.
- Ensures the Library has policies and practices in place for proactive risk management in all activities.
- Assesses all relevant information regarding the library service needs of the community, endorses service priorities and advocates for adequate and appropriate funding to achieve the service priorities.
- Advocates in the community to gain support and approvals for appropriate public library services and seeks positive partnerships to best serve the community and to fulfill the Mission and Values of the Burlington Public Library.
- Ensures the public is represented in the development and promotion of library services in the community.
- Conducts an annual performance appraisal of the Chief Executive Officer and recruits a new CEO when needed.



- Is responsible for naming all library locations and facilities for which it is responsible.

Section 2: Board Composition

Bylaw 70-200 of the Corporation of the City of Burlington defines the composition of the Board. The Board is composed of seven (7) trustees. This includes: one (1) Member of the Council of the Corporation of the City of Burlington and six (6) trustees appointed by the City Council.

The Board may, when it is deemed necessary by the Board, make a formal recommendation to the City, of an increase or reduction in the number of trustees sitting on the Board.

Burlington City Council appoints all members to the Board. Citizen appointees must meet the qualifications as outlined in section 10 of the Act. Board members shall hold office for a term concurrent with the term of Council or until a successor is appointed as the result of a resignation.

Resignations & Vacancies

Members of the Board who must resign before the end of their term of appointment on the Board shall inform City Council through the Clerk of the City of Burlington, the Board Chair and the Library Chief Executive Officer in writing, specifying the effective date of their resignation.

If or when a vacancy becomes available, the Council approved citizen member alternate will be appointed to the Board immediately and will assume the vacant seat for the remainder of the term except for a term with less than 45 days remaining.

Section 3: Officers

The Board shall have the following officers:

- Chair
- Vice Chair
- Secretary
- Treasurer
- Chief Executive Officer

The Board will elect a Chair or Vice-Chair from the membership of the Board to serve as the Board Executive.

Chair or Vice-Chair is elected by balloting of all Members of the Board who are present. An election will take place at the first meeting of each new Board, at the first meeting in each calendar year (every two years) or at the meeting following a resignation from either one of these positions.

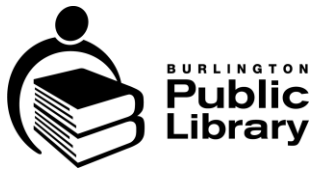
The term of office for each position will be for two years ending on December 31 (or until a successor is elected).

Chair

The primary role of the Chair of the Board is to provide leadership to the Board and to ensure the proper conduct of Board business.

The Chair of the Board:

- Serves as the primary spokesperson for the Board
- Is a signing officer of the Board
- Represents the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board
- Develops the agenda for meetings in consultation with the Vice-Chair and Chief Executive Officer to ensure the effective use of Board and staff time and resources
- Presides at regular and special meetings of the Board in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44, other relevant legislation such as the City Bylaw for BPL and with the rules of procedure adopted by the Board.
- Commits the Board to a specific course of action only when the Board has granted specific authority by a motion or policy
- Assigns unclear responsibilities to the appropriate Committee, subject to approval by the full Board
- Ensures that vacancies on Board committees and task groups are filled as quickly as possible
- Advises the Vice-Chair, if for any reason, the Chair is temporarily unable to perform any of these functions
- ~~Shall request, either at the first meeting of a new Board, or in December of each year, a written indication from each Board Member of their preference for appointment to the various committees or task groups of the Board; the Chair will propose Committee and Task Group appointments at the next regular meeting of the Board (See Nominating Committee)~~
- Is an ex-officio Member of all committees and task groups



Vice-Chair:

The primary role of the Vice-Chair of the Board is to provide leadership, to ensure the proper functioning of the Board and the proper conduct of Board business, if for any reason, the Board Chair is not available.

In the absence of the Chair, the Vice-Chair is vested with all the powers and performs all the duties of the Chair of the Board.

Secretary

The Secretary of the Board shall be the Chief Executive Officer.

In the role of Secretary-Treasurer, the Chief Executive Officer is responsible for:

- providing and maintaining all records, agendas and minutes of meetings of the Board and its various Committees and Task Groups

Treasurer

The Treasurer of the Board shall be the Chief Executive Officer.

In the role of Secretary-Treasurer, the Chief Executive Officer is responsible for:

- presenting draft budgets and regular financial reports to the Board for approval
- The Chief Executive Officer is a signing officer of the Board but is not a member of the Board

Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its CEO, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of BPL.

Only decisions of the Board are binding on the CEO.

- Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
- In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

- The Board will never give instructions to persons who report directly or indirectly to the CEO.
- The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

CEO Accountability and Authority

The CEO may interpret Board policies and create internal procedures, rules and guidelines. The CEO may carry out their duties within the bylaws, policies, plans and budget approved by the BPL Board. The CEO may hire, dismiss and promote Library employees. The CEO may also sign contracts, agreements and grants on behalf of the Library, as long as they follow the Library's policies and approved budget. The CEO:

- implements Board policy and directions
- articulates a vision for the progressive growth of the organization
- supervises and directs Library operations and Library staff;
- plans, organizes, directs and is accountable for the administration of the library with the objective of providing high quality library service to the City of Burlington
- establishes annual workplan consistent with the Board's strategic plan
- delegates to staff as appropriate
- exercises the stewardship of all financial matters and resources
- maintains a positive working relationship with various municipal, other funding bodies and key strategic community agencies and organizations to enhance the Library's services
- establishes a positive library profile in the Burlington community and in the library profession
- provides regular reports of the achievement of the strategic plan objectives, analysis of variances and recommendations for modifications
- provides leadership in strategic planning with the Board and key stakeholders
- represents the Library in the community and in the media

Section 4: Board Members Code of Conduct

Board Members are committed to act in an ethical, lawful and business-like manner and in accordance with [City of Burlington's Code of Conduct for Local Boards and Committees](#). This commitment includes the proper use of authority, appropriate decorum in group settings and individual behaviour when acting as Board members.

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50 (<https://www.ontario.ca/laws/statute/90m50> [2]))

Board Members shall support the interest of BPL when making or influencing decisions.



Board Members will not use their positions to obtain employment in BPL for themselves, family members or close associates.

Board Members may not attempt to exercise individual authority over any facet of BPL, the CEO, or other employees. Except for participation in the performance evaluation of the CEO, Board Members will not express individual judgements of performance of employees or of the CEO.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall submit a request for a leave of absence from the Board upon public declaration of their candidacy. This provision does not apply, however, to the Councillor of the City of Burlington who is appointed to serve on the Board.

Board Members shall respect the confidentiality of all information discussed in Closed Sessions and hold in strict confidence all information concerning matters dealt with in Closed Sessions. Board Members shall not release, make public or in any way divulge any such information or any aspect of Closed Session deliberations, unless expressly authorized or required by law to do so.

All decisions will be respected by all members of the Board.

The Chair is the primary spokesperson of the Board. Any Member speaking on behalf of the Board must present Board positions fairly, accurately and without bias. Board Members expressing individual comments or personal opinions should clearly identify such remarks as personal and not those of the Board as a whole.

When interacting with the public, the media or other organizations, Board Members must recognize that they cannot speak on behalf of the Board unless they are repeating an explicitly stated decision of the Board.

Section 5: Board Meetings

In accordance with the *Public Libraries Act*; R.S.O. 1990, CHAPTER P.44, s. 16.1 (2) meetings will be open to the public except when items of an intimate financial or personal nature are discussed, in which case the relevant portion of the meeting will be In Closed Session.

The Board will make a motion to go into Closed Session noting in the motion the reasons for the Closed Session. The following guidelines from the *Public Libraries Act*, R.S.O. 1990, CHAPTER P.44, s. 16.1 (4) will be used to determine which issues will be discussed in Closed Session:

A meeting or part of a meeting may be closed to the public if the subject matter being considered is:

- the security of the property of the board;
- personal matters about an identifiable individual;
- a proposed or pending acquisition or disposition of land by the board;
- labour relations or employee negotiations;
- litigation or potential litigation, including matters before administrative tribunals, affecting the board;
- advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s. 24 (5);
- a meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the board or committee of the board is the head of an institution for the purposed of that Act. 2002, c. 17, Sched. C, s. 24 (5).

Location and Time of Meeting

Board meetings are normally held at Central Library or a branch library at 6:30 p.m. on the fourth Thursday of each month from January to June and September to November. In September, the Board holds two meetings, on the second and fourth Thursdays, to review and approve the Library's annual budget submission to Burlington City Council.

Meetings are scheduled for two hours.

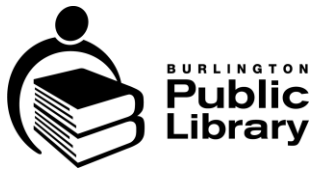
Notification of Meetings

Notice of all scheduled Board Meetings will be shared with all Board Members in adequate time prior to the meeting and posted on the Library's website. Agendas and associated reports will be delivered to all Board Members in advance of the meeting and uploaded on the Library's website.

Board Members may also be notified of Committee or special meetings by telephone, or e-mail.

Inaugural Meeting

In the first year of its term, the Board shall hold its inaugural meeting at a place and time to be determined by the Chief Executive Officer, provided that such meeting shall be held within 30 days of the appointment of a majority of its members.



Special Meetings

The chair or any two members of the Board may summon a special meeting of the Board by giving each member reasonable notice in writing or via e-mail, specifying the purpose for which the meeting is called *Public Libraries Act* R.S.O, 1990, c. P.44, s. 16 (2).

Decision Making

The Board will aim to make decisions by reaching consensus. All final decisions will be made by vote. When procedures are in doubt, reference will first be made to the procedures recommended in Call to Order by Herb Perry.

Voting

All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. A tie vote results in a negative decision. Abstentions are counted as a negative or no vote.

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this Bylaw.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

- A motion to reconsider a lost motion.
- A motion to amend the by-laws.

All votes except elections shall be by show of hands or poll at the discretion of the Chair.

Occasionally, voting may occur electronically between meetings to advance work as defined by the Board's statement of responsibilities and annual workplan. The results of electronic motion and vote will be captured in the minutes of the subsequent meeting.

Any member of the Board may call for a recorded vote in which circumstance the names and associated votes of each Board member on an issue will be recorded in the Board minutes.

Voting for elections shall be by secret online ballot. If the balloting results in a tie, the procedure for breaking a tie identified in the Municipal Act will be followed; names of both candidates will be placed in a hat, and one name will be drawn.

Authority for the Summer

- the Secretary-Treasurer/Chief Executive Officer, with approval of the Chair and/or Vice Chair, is authorized to carry out the work of the organization for the summer months (July-August),
- action taken under summer authority will be submitted to the Board for ratification at its meeting in September.
- such authority does not supersede the calling of a special meeting of the Board if necessary
- a special meeting of the Board will be called for approvals of budget expenditures or budget line variances in excess of the variance authority of the Secretary-Treasurer/Chief Executive Officer
- for all other matters the Chair and/or Vice Chair will determine if the matter is of significant importance to call a special meeting

Hybrid Meetings

The Board holds special, regular or committee meetings in a hybrid format with in-person and online participation by Board members and the public.

Board Members participating by tele/video conference in the meeting will be considered present under the Bylaw. During meetings with online participation, the Chair will conduct a recorded vote by verbally polling members.

Meetings will be open to the public and instructions for public attendance through will be posted on the Library's website.

Delegations Wishing to Appear Before the Board

Delegations wishing to make a presentation to the Board regarding a specific issue relevant to BPL must register with the CEO/Secretary-Treasurer of their intention at least one week prior to the meeting.

Delegations will be scheduled at the beginning of the public portion of the meeting.

Delegations will be permitted to speak for 5 minutes each. The Board may direct questions to the delegation following the presentation.

Notice of a delegation will be included on the Board agenda.



All presentation material for consideration by the Board shall be legible, in writing and filed, in the office of the Chief Executive Officer no later than one week prior to the Board meeting and shall be included as part of the support material attached to the agenda.

The matter addressed by the delegations will be discussed by the Board as a regular part of the agenda.

Delegations can be added to the agenda at the meeting by amending the agenda at the pleasure of the Board.

The Board may decline a delegation request if the subject matter is irrelevant or not applicable to the scope and mandate of the Library and the Library Board.

Quorum

The presence of a majority of the Board Members is necessary for the transaction of business at a meeting.

The Chair is included in the quorum.

If quorum is not present thirty minutes after the appointed time, the Secretary will record the members present and the Chair has the option of:

- declaring the meeting adjourned
- or calling the meeting to order to satisfy Bylaw requirements that the meeting was held then declaring no quorum and adjourning the meeting
- If all members present agree to not adjourn the meeting, the meeting may continue; however, no motion may be made or passed.
- When quorum is not present, the agenda cannot be moved to a closed meeting.

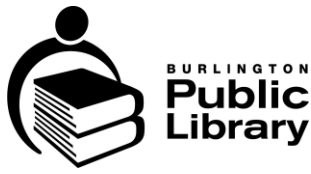
Attendance

Board Members are expected to attend all regular Board meetings and other scheduled meetings. Board members are expected to inform the Board Chair and Chief Executive Officer of an anticipated absence from a regular or other scheduled meeting.

In compliance with the *Public Libraries Act*; if a Board Member is absent from three consecutive meetings of the Board without a Board resolution, the remaining Board Members shall declare that seat vacant.

Leave of Absence

Leave of Absence



Under extraordinary circumstances, a trustee can request a Leave of Absence to be considered by the Board if the trustee cannot fulfill their Board responsibilities over an extended period of time.

Requests will be reviewed and approved on an individual basis. The maximum length that can be requested is four consecutive Board meetings and only one leave will be approved during the trustee's full term.

During the period of the leave the trustee is classed as a non-voting member of the Board and will not attend or participate in any Board related meetings or functions but will retain access to the Board's intranet.

To request a Leave of Absence, the trustee must submit the request in writing to the Board Chair as soon as possible and prior to the next scheduled Board meeting where it will be dealt with in closed session.

Prior to returning, the Board Chair will meet with the trustee for a brief re-orientation.

Elections

At the January meeting (every two years), the CEO will call the meeting order, shall call for the Nominating Committee Report with the full slate of nominations for the Chair and Vice-Chair and conduct the elections for the Chair. Once the Chair is elected for their term, the Chair will preside over the remainder of the meeting.

The CEO shall introduce the nominee for the Chair position individually and then ask if there are any nominations from the floor for the same position.

Any member of the Board has the right to make nominations from the floor. This can either be a self-nomination for any position - Chair, Vice-Chair or member of a standing committee – or the nomination of someone else.

- Nominations shall be made with no seconder required.
- Nominations shall be closed by a motion made and seconded.
- Voting shall be by secret ballot.
- The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.
- Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.

Order of Business

The CEO, in consultation with the Board Executive, will prepare the meeting agenda. The meeting package containing a meeting agenda, minutes from the previous month's meeting and support documentation for the agenda items will be delivered to board members the Friday prior to meetings.

Any member wishing to place an item on the agenda should submit their request to the CEO or the Chair a minimum of ten days prior to the meeting. Requests will be at the discretion of the Chair.

The order of business for regular meetings will be as follows:

- Convene and confirm the Agenda
- Welcome and Intent of Gathering
- Declaration of Conflict of Interest
- Acceptance or correction of previous meeting minutes
- Presentations and/or Delegations
- Correspondence
- Business arising from minutes
- Decision Items of Business / Reports / Financials
- Discussion Items
- Information Items
- Closed Session Items
- Other Business
- Adjournment
- Future Meetings and Events

Consent Agenda Items

The Board will make use of the Consent Agenda, an approach that groups routine and straightforward items into a single agenda item, which can be approved in a single vote.

Every board member is responsible for ensuring that they have read the supporting documents relating to Consent Agenda items in advance of the meeting to ensure that due diligence is exercised.

When the Board Executive sets the agenda (in consultation with the staff), they may assign items to the Consent portion of the agenda. Typical consent agenda items are routine, procedural decisions, and decisions that are likely not to require discussion, such as:

- Approval of the minutes
- Final approval of proposals or reports that the Board has been dealing with for some time and all members are familiar with the implications

- Reports provided for information only

Items listed under the consent agenda are adopted in a single motion and the passage of such motion is taken to confirm that all recommendations as proposed in the relevant staff reports are approved. Any board member may request the separation of an item from the consent agenda for discussion purposes prior to the motion to adopt being placed or voted upon.

Typical reasons for this request are that the member wishes to ask a question about a report or wishes to have a vote recorded. However, no justification need be given and the issue is not debatable. Once a request is made, the item is dealt with as a separate agenda item (either immediately or at a later point in the agenda, at the discretion of the Chair).

Section 6: Payment of Board Expenses

Citizen appointees shall be paid no salary, fees, or honorarium for their services.

Board members will be reimbursed for travel and other expenses incurred while conducting Board approved business. A request including receipts for all expenses should be submitted to the Chair for approval and to the CEO for reimbursement.

All Board Members are indemnified under the Library's insurance policies.

Section 7: Budget Process and Monitoring

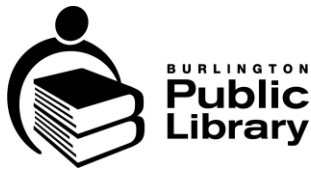
This section defines the financial statement-reporting schedule to allow the Board to monitor financial performance against the approved budgets and ensure the Library will not incur a deficit as per the Financial Policy.

Annual Budget Guidelines and Timetable

The annual Operating and Capital budgets will be prepared and submitted within timelines established by the City of Burlington.

Preparation of Draft Budgets

The CEO will prepare draft capital and operating budgets within budget guidelines provided by the City of Burlington. Any budget requests exceeding guidelines provided by the City will require the submission of a business case. The draft budgets and associated business cases are presented to the Board and once approved by the Board, submitted to the City. Any changes to the submissions that are requested by City staff,



Committee or Council at any stage of the process will be considered by the Board and re-submitted to the City for Council approval.

Delegation to City Council

The Board may decide to delegate to the City when business cases are included in the budget submissions, or to highlight particular needs or successes of the Library during any given budget cycle.

Amendments to the Budget

Should City Council amend the Board's allocation of City funding, the Board shall accept those changes as required by Section 24.2 of the Public Libraries Act.

Budget Monitoring

Operating and capital statements are presented to the Burlington Public Library Board for approval 4 times a year as follows:

- Q1 (January–March): presented for approval in April.
- Q2 (April–June): presented for approval in September.
- Q3 (July–September): presented for approval in October.
- Q4 (October–December): presented for approval in February.

The financial statements presented to the Burlington Public Library Board will provide a comparison of year-to-date actuals and year-to-date budget, and projected year-end results. Projected year-end results will assume that all budget lines will be spent unless quantitative objective evidence suggests otherwise.

Section 8: Amendment of the Bylaws

Amendments to these Bylaws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

Section 9: Board Committees and Task Groups

The Board has three standing Committees: The Nominating Committee; the Audit Committee and the CEO Performance Appraisal Committee. The term for standing committee membership will be aligned with the term of the Board Executive roles.

To carry out its business effectively, the Board may appoint various committees and task groups to monitor activity, develop new initiatives or research issues. These committees and task groups will report their findings to the Board for consideration.

The Board shall approve terms of reference for each committee and task group, which determine the size, quorum, composition, and responsibilities. These terms of reference may be amended on the recommendation of the committee or task group with the approval of the Board.

Board committees or task groups will not speak for the Board except when formally given such authority nor are they meant to advise staff or have any authority over staff.

The Board may invite non-board members to participate in the work of its committees and task groups. Officers (i.e. Chair, Secretary, etc.) of the Committees or Task groups will be chosen from Board or staff members.

The Chair of the Board is an ex-officio member of all Committees and Task Groups. The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

Audit Committee

The Audit Committee oversees the financial reporting process, monitors the choice of accounting policies and monitors internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting.

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does, however, make recommendations to the Board regarding both factors. (See Audit Committee Terms of Reference, Appendix A, for further information about the duties and responsibilities of this committee).

Nominating Committee

The Nominating Committee shall be established annually by the Board at its December meeting to present the slate of officers for the ensuing executive cycle.

Whenever the position of the Chair or Vice-Chair becomes vacant, the Nominating Committee will identify candidates interested in serving in the position. The report of the Nominating Committee will be tabled at the next Board Meeting in the event of a mid-year vacancy in the Board Executive or at the January Board meeting for executive election year. Before the balloting takes place, nominations from the floor will also be requested verbally, three times, as per parliamentary procedures.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

CEO Performance Appraisal Committee

The Board is responsible for the annual performance evaluation of the Chief Executive Officer (CEO).

The Board is also responsible for the recruitment and probationary performance appraisal of a new CEO, if needed during the Board term.

The Committee to conduct the review or, when needed, recruitment will be composed of the Chair and Vice-Chair of the Burlington Public Library Board plus one additional BPL Board Member. The term of membership will be two years, aligned with the term of the Board Executive positions.

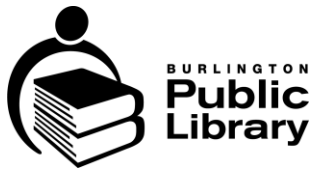
The Committee will follow the CEO Performance Appraisal Committee Terms of Reference and update them as needed.

Section 10: Board Self-Assessment

A Board self-assessment demonstrates the values of accountability and learning and establishes its credibility not only with the funding agencies, but also with the public served. To monitor how well it is fulfilling its responsibilities, there will be an annual self-assessment carried out by the Board.

References

- The Ontario Public Libraries Act, Revised Statutes of Ontario, 1990 Chapter P.44
<https://www.ontario.ca/laws/statute/90p44>
- City of Burlington's Code of Conduct for Local Boards and Committees
<https://www.burlington.ca/en/council-and-city-administration/resources/Accountability-and-Transparency/Integrity-Commissioner/Code-of-Conduct-for-Local-Boards-and-Committees.pdf>



Appendices

Audit Committee Terms of Reference, Appendix A

Purpose

The Audit Committee is appointed by the BPL Board of Directors to oversee the financial reporting process, choice of accounting policies, and internal control procedures to ensure effective financial reporting and compliance with applicable legal and regulatory requirements. The Committee also identifies and monitors principal risks that may affect the reliability of financial reporting and/or library operations and oversees the work of the external auditor.

Membership

The Audit Committee shall consist of at least three (3) Board members appointed by the Board as outlined in the BPL Board By-Law.

Each member of the Committee shall be financially literate or become financially literate within a reasonable time such that they can understand a set of financial statements that present the breadth and level of complexity of the issues that may be raised by the Library's financial statements. Comprehensive knowledge of generally accepted accounting principles (GAAP) or general accepted auditing standards (GAAS) is not required.

Officers of the Committee

The Committee Members will appoint one of the Board Members as Chair of the Committee. The Director, Finance & Infrastructure will be appointed as the Secretary and will be responsible for taking minutes.

Term of Membership

The term of membership will be two years, aligned with the term of the Board Executive positions.

Meetings

The Committee shall meet at least once annually, and additional meetings may be called at the discretion of the Chair as required. The external auditors will attend at least one meeting annually corresponding with the annual year end audit. Meetings may be held in-person, virtually, or in a hybrid format.

Quorum

A quorum for an Audit Committee meeting will be at least two (2) Committee Members.

Agendas

The Secretary in consultation with the Audit Committee Chair will prepare an agenda in advance of each meeting. The agenda and supporting materials will be circulated a week in advance of the meeting.

The Committee will invite members of management e.g., the CEO; the Director, Finance & Infrastructure, and the external auditor when appropriate to attend committee meetings. The Committee may consider Closed Sessions with the auditors without staff to discuss privately any matters of interest or concern to the members.

Appointment of External Auditors

Under the Terms of the Public Library Act and the Municipal Act, the City of Burlington shall appoint the external auditors for BPL.

Duties of Audit Committee

The Audit Committee shall be responsible for the following specific matters at a governance level:

Accounting Policies

- Review the library's accounting policies and principles, and any changes in the selection or application of said policies and principles.
- Review with management any complex or unusual transactions that require significant judgement.
- Be aware of recent professional and regulatory pronouncements and understand their impact on the financial statements.

External Audit

- Approve the Audit Plan annually prior to execution of the audit work.
- Discuss with the external auditor the matters that Canadian GAAS require to be communicated with the Audit Committee.
- Review with management and the external auditor any significant issues, concerns or difficulties encountered during the audit including any misstatements and why misstatements might remain unadjusted.
- Oversee the resolution of disagreements between management and the external auditor regarding financial reporting if required.

- Assess the external auditor's independence and objectivity in performance of the audit, and any threats to the auditor's independence and safeguards in place to mitigate those threats.

Internal Controls and Risk Management

- Discuss the integrity of the library's financial reporting processes and any issues as to the adequacy of internal control with management and the external auditor.
- Annually review the expense reports of the members of the Board and the Senior Leadership Team including any related party transactions and potential conflicts of interest.
- **Using the process outlined in the Whistleblower Policy(revised end of phrase to reflect new policy structure),** Investigate any complaints received regarding questionable accounting or auditing matters in accordance with library policy.
- Review the library's Risk Register annually and discuss the key financial and business risks exposures and the steps management has taken to monitor and mitigate those risks.

Terms of Reference

- Review and reassess the adequacy of the Audit Committee's Terms of Reference at least once in each Board term.

CEO Performance Appraisal Committee Terms of Reference, Appendix B

The CEO Performance Appraisal Committee, in close consultation with the CEO, will establish an evaluation tool and process to ensure an annual appraisal of the CEO's performance is carried out in a timely, objective, and constructive manner.

The CEO's performance evaluation is based on the CEO's Job Description, the Strategic and Business Plan achievements, overall organizational performance, and the CEO's annual goals. The process will be collaborative and focus on achieving the priorities identified in the Library's Strategic Plan, professional development of the CEO and the future of the organization.

The Committee to conduct the review will be composed of the Chair and Vice-Chair of the Burlington Public Library Board plus a minimum of one additional BPL Board

Member. The term of membership will be two years, aligned with the term of the Board Executive positions.

Annual Performance Appraisal Process

- The annual review will take place in the February/March time period for the previous year with an optional interim interview in the June - July time frame.
- The Committee will develop one consolidated appraisal form including rankings based on consensus reached by the Committee and confirmed by the Board
- The CEO will complete a self-appraisal using the same CEO Performance Review template and propose annual goals. **The self-appraisal will be provided to the Committee a minimum of one week prior to the Committee meeting.**
- The CEO and the Committee will meet to discuss the Board evaluation, the CEO's self-appraisal and proposed annual goals
- The goals will be aligned with the Board's strategic priorities as identified in the Library's Strategic Plan
- The CEO may request an opportunity to address the entire Board regarding the consolidated evaluation
- A final version of the form will be developed based on the discussion; the form will be signed by the Chair of the Board and the CEO; the Chair will provide a report to the BPL Board at the March Meeting including the list of goals for the
- upcoming year
- The review form will be kept permanently in the CEO's file depending on the outcome of the performance appraisal, the Committee will recommend advancement on the salary grid.

CEO Recruitment and Probationary Committee Process

The CEO Performance Appraisal Committee will oversee the recruitment and probationary appraisal process for a new CEO if needed during the Board term. The Committee will work with the Human Resources Manager to contract the services of an executive recruitment firm and will participate in short-listing and preliminary interviews of shortlisted candidates. The full Board will be involved in final interviews with the CEO candidate. The Committee will conduct the 6-month probationary review with input from the full Board.

Probationary Performance Appraisal Process

- New appointees to the position of CEO of Burlington Public Library will serve a 6-month probation period which is considered an extension of the employee selection process.
- At the end of the 6-month period (earlier if needed) the CEO Selection Committee in consultation with the full Board will conduct a probationary appraisal interview of the CEO.
- Depending on the outcome of the probationary Performance Appraisal the CEO Selection Committee will recommend to the full Board:
 - Permanent appointment to the position of CEO in the event of successful performance and achievement of objectives and expectations.
 - Dismissal, in the event of significant performance issues. Significant performance issues could include gross misconduct, illegal activity or other behaviour potentially damaging to the reputation of the Library.

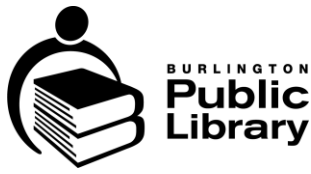
The probationary appraisal form will be retained in the Chief Executive Officer's file permanently.

Unsuccessful Probations

If the CEO is not meeting the recognized standard of performance during the initial 6-month probationary period, the Committee, in consultation with the Board, will discuss the issues with the CEO to seek to resolve them. If discussions do not result in improvement, a formal interview will be conducted. The Committee may choose to issue a formal warning, or if an action justifies, immediate dismissal, terminate employment.

Disciplinary Process

If the CEO is not meeting the recognized standard of performance, the Committee will consult with legal counsel and the City of Burlington's Chief Human Resources Officer (CHRO) regarding the process to be followed. With input from the full Board and advice from legal counsel, the Committee will discuss these issues with the CEO. If the CEO's response is not satisfactory, a written warning will be issued at a formal interview. This warning will clearly identify issues and set steps and target dates required to resolve the problems. All verbal and written interactions in the disciplinary process will be guided by advice from legal counsel. If attempts to resolve the problems are unsuccessful or if an action justifies immediate dismissal, the CEO's employment will be terminated.



Nominating Committee Terms of Reference, Appendix C

Purpose

The Nominating Committee is a standing committee of the Board responsible for identifying, recruiting, and recommending qualified candidates for Executive and Standing Committee elections.

Membership

The Committee shall consist of a minimum of 1 member of the Board of Directors who is not seeking an executive role. The term of membership will be two years, aligned with the term of the Board Executive positions.

Duties:

The Nominating Committee shall:

- Establish and oversee the nomination process for Board positions
 - Ensure that candidates identified for executive or standing positions are interested and have capacity for the roles that they are nominated for
 - Recommend a slate of candidates to the Board for approval
 - Seek information from Board members and CEO as necessary to fulfill its responsibilities.
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- Effective Date: January 21, 2021
 - Motion #/Date: #21-03, January 21, 2021
 - Projected Review Date: 2026
 - Amended Dates: #21-58, October 28, 2021; #23-47, September 28, 2023; #24-45, June 27, 2024, #25-32, May 22, 2025
 - Associated Documents: