BPL Library Board

Agenda

Thursday, January 22, 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. Consent Items

5.1 Open Minutes of November 27, 2025
5.2 CEO Report
5.3 Board Self-Evaluation Report
5.4 Q4 2025 Metrics Report
5.5 Multi-Year Accessibility Plan Report
5.6 Cleaning RFP

6. Decision Items

6.1 Q4 2025 Financial Statements
6.2 Policy Review

6.2.1   Accessibility Policy Update
6.2.2   Annual Health & Safety Policy

7. Discussion Items - None

8. Information Items - None

9. Closed Session - None

10. Approval of Motions from Closed Session

11. Other Business

12. Next Meeting:

Thursday, February 26, 2026, 6:30 p.m., Frank Rose Room

BPL Board Minutes | November 27, 2025

Attendance

Board: Jason Manayathu, Jennifer Tarnawski, Lindsay Zalot, Ashley Cameron, Akindayomi Odedeyi, Councillor Lisa Kearns (via Zoom)

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

Regrets: Shayne Lemieux

Minutes

A meeting of the Board was held on Thursday, November 27, 2025, at the 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 25-69, Approval of the Agenda

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

CARRIED.

3. Welcome and Intent for Gathering

4. Declarations of Interest – None

5. Board Presentation:

- Board Development: Maker Services

6. Consent Items:

6.1. Open Minutes of October 23, 2025
6.2. CEO Report
6.3. Sustainability Report
6.4. Fund Development Report
6.5. Strategic Plan Launch
6.6. Comprehensive Facilities Plan

Motion 25-70, Consent Agenda Items

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that all items listed under the heading of Consent Items for the Library Board meeting dated November 27, 2025 be adopted as recommended.

CARRIED.

7. Decision Items

7.1. Board Self-Evaluation & Survey Tool
The survey will go out the week of Dec 1, 2025.

Motion 25-71, Board Self-Evaluation & Survey Tool

MOVED by Lindsay Zalot, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the survey to be used to conduct the Board's annual self-evaluation of its' works; and

That the Burlington Public Library Board direct the CEO to arrange for the administration of the Board Evaluation survey using on-line survey tool "Survey Monkey" and provide a report of the results at the January 2026 Board meeting.

CARRIED.

7.2. 2026 Board Governance Calendar & Workplan
Lita Barrie shared with the Library Board that we are working on updating some of our processes for how we review and update BPL policies looking for opportunities to streamline the policy structure to reduce duplication and ensure clarity for library users and staff. A proposed update of the framework will be shared with the Board for the Board's consideration when finalized.

Motion 25-72, 2026 Board Governance Calendar & Workplan

MOVED by Lisa Kearns, SECONDED by Jennifer Tarnawski, that the Burlington Library Board approve the 2026 Board Governance Calendar & Workplan.

CARRIED.

    7.3. Elect Respect

Motion 25-73, Elect Respect

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board endorse the Elect Respect Pledge as noted in the Board package. It was noted that Councillor Lisa Kearns abstained from the vote.

CARRIED.

    7.4. Policy Review:
        7.4.1. Donations, Sponsorship Policy
        7.4.2. Naming Rights Policy

Motion 25-74, Donations, Sponsorship Policy

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve the revised Donations, Sponsorship and Fundraising Policy, and the renamed Facility Naming Policy (currently Naming Rights Policy) effective November 27, 2025.

CARRIED.

8. Discussion Items - None

9. Information Items - None

10. Closed Session - None

11.　　Other Business - None

The meeting is adjourned at 7:35 p.m. Motion by Jennifer Tarnawski.

_____   _____

Chair   Secretary-Treasurer

Next Meeting

Thursday, January 22, 2026, Frank Rose Room, Central Branch

5. Consent Items: 5.2 CEO Report - January Update

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Purpose

The CEO report for January 2026 summarizes key activities that support the priorities outlined in BPL's 2026-2027 Strategic Plan. This report covers items that are not part of the Board package.

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

Bookmark Contest

BPL's annual bookmark design contest is launching on January 19. From January 19 – February 23, customers of all ages are invited to submit a bookmark design inspired by a book they love, either online or at our branches. Finalists will be posted on our website for one week of online voting, and the winning designs will be printed and distributed at our branches throughout 2026.

Canadian Urban Libraries Council Social Impact Study

On January 30, the Canadian Urban Libraries Council (CULC) will be launching the CULC National Social Impact Study. CULC will present results from a first-of-its-kind national study that examines the impact urban libraries across Canada at the OLA Super Conference.

This study is the first national examination of the economic, social, digital, educational, and community value generated by Canada's urban public libraries. Drawing on data and lived experience from more than 18,000 respondents across 26 urban public library systems, this research represents Canada's most comprehensive national examination of urban public library impact to date and offers a clearer understanding of how libraries benefit communities nationwide. BPL is one of the 26 library systems that participated in the national survey that informed this work.

Halton Information Providers

Over the course of the last year, BPL staff have been working with our public library and community partners on a new Strategic Plan, Service Review and updated Letter of Agreement for the Halton Information Providers (HIP). This work will be finalized over the coming months and shared with partner Boards and the Region of Halton which contributes funding to this initiative.

HIP is a long-standing joint venture of five partners: Oakville Public Library, Burlington Public Library, Milton Public Library, Halton Hills Public Library, and The Halton Resource Connection. Established to reduce duplication and improve access to services, HIP maintains the Halton Community Services Directory (HCSD), a centralized, publicly accessible database of approximately 3,300 active community service records.

Led by Oakville Public Library, HIP ensures that community services information across Halton is accurate, standardized, and continuously updated. The HCSD is the authoritative source of community services data relied upon by residents, service providers, and regional systems across Halton.

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

2026 BPL Reading Challenge

The 2026 BPL Reading Challenge is off to a fantastic start. BPL Staff have set an ambitious goal of 900 participants after over 620 people registered to participate in the inaugural year. To date, over 550 readers have registered. New in 2026, this year's Challenge will features three in-person author events tied to the monthly theme.

Outdoor Play Collection

On January 19th, BPL will be launching the Outdoor play collection at Alton Branch. Customers will be visit the Alton branch to borrow an outdoor play item for 1 week. BPL staff worked with the City of Burlington to transition the City's Play Equipment Lending Library to BPL to coordinate. The launch will focus on winter items and more items will be made available in the spring.

Burlington Digital Archive - Community Photos

As part of BPL's mission to preserve local heritage, we are inviting Burlington residents, past and present, to share their photographs. This initiative is designed to build community-driven collections that celebrate Burlington's story. BPL first call-out for submissions is for Burlington's annual Santa Claus Parade. This longstanding tradition brings the community together each year during the holiday season. BPL is looking to capture these memories by creating a special digital collection that will be preserved in the Burlington Digital Archive, where anyone can view and download them. BPL will be accepting photos for the Burlington Santa Claus Parade collection until March 31, 2026.

Exam Cram

Exam Cram study hall runs from Monday, January 17 to Monday, January 26. All branches will have tasty giveaways and brain break activities to encourage students to take a pause from studying and do a quiet activity.

Individual and group study spaces are available at all branches. We are also adding extra seating on Central's 2nd and 3rd floor, and programming rooms and open spaces where possible.

DiscoverySpace Tech Kits

BPL customers may now borrow a tech kit using their library card for a maximum of three hours at the Central Branch. These kits are intended for use within the Central Branch only and cannot be taken home. Customers can refer to the online catalogue to verify whether a DiscoverySpace Tech Kit is available to borrow. This new collection enhances the resources available in the DiscoverySpace, featuring items such as user-friendly robots and snap-together circuits designed to facilitate learning through play. The lending process also helps ensure that all tech kits remain complete.

Hidden Gems

From December 1 to 5, BPL's Instagram account transformed into a virtual book battleground, with daily videos featuring three top Hidden Gems in four of the most popular genres in Burlington: historical fiction, mystery/thriller, memoir/biography, and contemporary romance for the 2025 Hidden Gems tournament. This year's winner was If the Dead Belong Here by Carson Faust from the Mystery/Thriller category

Aldershot Branch Leak

January 6, once again we had a leak at the Aldershot brancc. Fortunately, the damage was minor, and we did not need to close the branch. BPL Staff are actively working with the Landlord to find strategies to mitigate this ongoing issue.

Nurture a workforce culture driven by our organizational values.

Kids Learning Fund Holiday Campaign

The fundraising campaign to support the Kids Learning Fund (KLF) ran December 1 to 31, 2025 with in branch and online promotion. The campaign raised a total of $13,713 in donations towards the KLF from 123 individual donors. In addition, BPL received $3,750 in donations to its other funds during the campaign period, for total of $17,463.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer

5 Consent Items: 5.3 Board Self Evaluation

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Purpose

To provide the Library Board with the results of the annual Board self-evaluation survey.

Background

The 2025 Board Evaluation Survey was shared with Board members. 5 of 7 Board members responded. For 2024, we had a discrepancy where there was a partial submission that only included a small number of questions. Most of the questions in 2024 were also responded to by 5 of 7 Board members.

Discussion

The survey results are summarized below. Where comments were provided at the end of a section those are included verbatim in the report. 2025 and 2024 responses have to be included to illustrate where there are changes over 2024.

Board Evaluation Survey scale

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

Governance Role

1. The ongoing Board development was adequate.

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	2
Strongly agree	4	4
Total	5	6

2. The Board adequately understands the legislation, regulations and policies that impact the governance of BPL.

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	1
Agree	3	2
Strongly agree	2	3
Total	**5**	**6**

3. Plans and initiatives approved by the Board demonstrate value for money and a prudent use of public funds.

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	0
Strongly agree	4	6
Total	**5**	**6**

4. The Board reviews and approves operating capital budget submissions ensuring that they are aligned with Library and City priorities

Scale	2025	2024
Strongly disagree	0	1
Disagree	0	0
Acceptable	0	0
Agree	0	1
Strongly agree	5	5
Total	5	6

5. The Board ensures that its Financial Policy is adhered to

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	2	1
Strongly agree	3	4
Total	5	5

6. The Board reviews the annual audited financial statements and takes action where necessary

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	2	2
Strongly agree	3	3
Total	5	5

7. Board members demonstrate clear understanding of the respective roles of the Board and the CEO

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	2	2

Strongly agree	3	3
Total	5	5

8. Board membership provides for diverse representation, expertise and experience

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	2	1
Strongly agree	3	4
Total	5	5

Governance Comments:

- Board members have complementary and different personal and professional backgrounds and live in various areas of the city.

Integrity, Ethics and Values

9. Board discussions are guided by the best interests of the Library and the public it serves

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	0	0
Strongly agree	5	5
Total	5	5

10. Board members participate in discussions in a manner that is reflective of their duty

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	2	1
Strongly agree	3	4
Total	5	5

11. Board members comply with the Board's Code of Conduct

Scale	2025	2024
Strongly Disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	0	2
Strongly agree	5	3
Total	5	5

Integrity, Ethics and Values

- The board demonstrates a passion for representing the best interests of the community it serves and does so with integrity and constructive discussion.

Strategy Planning

12. The Board has an approved strategic plan and clear vision, mission, and values statements

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	0	1
Strongly agree	5	4
Total	5	5

13. The Board's meeting agenda reflects a strategic versus operational focus

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0

Acceptable	0	0
Agree	0	3
Strongly agree	5	2
Total	5	5

14. The Board monitors plans to achieve strategic goals and priorities

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	3
Strongly agree	4	2
Total	5	5

15. The Library's Performance Measures are realistic and challenging

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	2
Strongly agree	4	3
Total	5	5

Strategic Planning Comments

- The implementation of consistent KPIs and reports to the board over the past few years has been helpful in monitoring priorities and impact. The board was also appropriately engaged in strategic planning over the past year.
- I appreciate the increased focus on measuring KPIs and then reporting back to the board, as well as back to the community, through the strategic plan targets.

Teamwork and Collaboration

16. All Board members fulfill their roles and responsibilities and at meetings, have an opportunity to contribute equally to Board discussion.

Scale	2025	2024
Strongly disagree	0	0

Disagree	0	0
Acceptable	0	0
Agree	0	1
Strongly agree	5	4
Total	5	5

17. Members act collegially, debate independently and decide collectively

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	1
Strongly agree	4	4
Total	5	5

18. There is a high level of trust and respect between Board members

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	2
Strongly agree	4	3
Total	5	5

Teamwork and Collaboration Comments:

- In my experience the board is highly collegial, and the board meetings allow for safe and open discussion even when there may be differing opinions. The trust and respect between board members and with senior staff create an environment conducive to constructive debate and sharing.

Advocacy and Communication

19. The relationship between the Board and the CEO is appropriate and effective.

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0

Acceptable	0	0
Agree	0	0
Strongly agree	5	5
Total	**5**	**5**

20. Board members have a current and adequate understanding of the issues facing stakeholders, partners and communities as well as the culture in which the library works

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	1
Agree	2	0
Strongly agree	3	4
Total	**5**	**5**

21. The Board ensures that the Library's accomplishments and challenges are communicated to stakeholders and the community

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	3	3
Strongly agree	2	2
Total	**5**	**5**

Advocacy and Communication Comments:
- The board, together with senior staff, collaborate effectively on advocacy and communication.
- The new strategic plan certainly helps the Library communicate accomplishments and challenges.

Overall Effectiveness

22. The Board is effective and performs well

Scale	2025	2024
Strongly disagree	0	0

Disagree	0	0
Acceptable	0	0
Agree	1	1
Strongly agree	4	4
Total	5	5

23. The Board has worked effectively through a hybrid meeting format.

Scale	2025	2024
Strongly disagree	0	0
Disagree	0	0
Acceptable	0	0
Agree	1	3
Strongly agree	4	2
Total	5	5

24. The Board participated effectively in the strategic planning process

Scale	2025
Strongly disagree	0
Disagree	0
Acceptable	0
Agree	1
Strongly agree	4
Total	5

Suggestions for Improvements in 2026 Comments:

- A focus on ensuring a smooth board transition will be an important focus for 2026.
- Continue to provide Board development each meeting. Each topic helps us understand library services as well as our role as a Board member. Thank you for another great year, Library Board and SLT!

Areas to strengthen and continue to develop for 2026 include:
- Ensure legislative and financial topics continue to be a focus and built into Board development.
- Continue to review how the Board's accomplishments are communicated to the community and key stakeholders.

- Through the 2026-2027 Strategic Plan process continue to evolve the BPL's performance measurement to ensure that it is realistic and challenging.
- Leverage the Board's knowledge and experience to inform transition planning.

Financial Considerations

The annual Board Self Evaluation and related work will be funded through the Operating budget.

Strategic Implications

One of the Library Board core functions is oversight of the Strategic Plan. A strong Board evaluation process supports that oversight.

Equity, Diversity & Inclusion Considerations

Board self-evaluation provides an opportunity increases awareness among diverse community members to ensure representation on BPL board, reduce barriers to Board participation and the strengthen of the equity, diversity, and inclusion lens in the work of the Board.

Sustainability Considerations

N/A

Risk Management

Board self-evaluation is an opportunity to increase understanding of the function of the Library Board in its governance. Transparency and clarity are critical for the Library Board.

Policy

Related policies include the Board Procedural By-Law.

Respectfully submitted by:
Lita Barrie, Chief Executive Officer

5. Consent Items: 5.5 Q4 2025 Metrics Report

Purpose

To provide the Library Board with performance data and insights for 2025.

Background

Over the last several years, staff have worked to standardize reporting to provide the Board with quarterly financial and performance measures reports that reflect core service areas. Power Bi has been fully implemented. Staff continue to refine data entry and reporting processes to improve accuracy and alignment with strategic planning.

Discussion

The following four reports are included as attachments:

A. Performance Measures Indicators

Overall, 2025 was marked by steady and consistent performance, maintaining some of the milestone successes we achieved in 2024.

Visits

Total visits increased by 13%. The performance dashboard indicates that in-person visits rose by 9%, however in 2024 a technology issue resulted in a substantial data loss. We have since been able to retrieve most of the data, but for continuity included the 2024 numbers that were originally reported to the Board. In-person visits in 2025 remained over 1,000,000 despite six weeks of service disruption at Aldershot Branch due to flooding and three weeks of service disruption during the relocation of New Appleby Branch. Online visits grew by 14%, though this figure was artificially inflated due to a spike of AI bot activity in August and September.

Circulation

Compared with 2024, total circulation rose very slightly (rounded to 0%) and remained above two million items. Physical material circulation decreased by 5%, with book loans down by 3% and all other formats down by 12%. Physical book circulation continued to exceed 1.2 million items, demonstrating sustained interest. The decline in DVD and CD borrowing contributed to a decline in physical borrowing, likely due to increased adoption of streaming alternatives.

Digital circulation increased 8%. While eBook circulation decreased by 1%, database circulation went up 11%, and eAudiobook borrowing went up 18%. Tumblebooks and PressReader saw notable increases in circulation at 27% and 20% respectively.

Programming

BPL adopted a new Service Model in 2025 to define our approach to core services, including programming. As we implement this new model, we have differentiated between programs and other services that were previously captured under this umbrella. This reflects our commitment to modernizing how we define and offer library services.

In 2025, we began documenting support services (such as one-to-one drop-in help with community agencies) separately from programs, which more accurately represents the nature of these services. We also improved data entry processes for programs and outreach which has helped us more accurately capture offerings and attendance for these two categories.

In this 2025 performance report, we corrected categorization for a few key outreach offerings such as Telling Tales. This affects the distribution of in-person and outreach percentages under the overall count of 'Classes & Events' offered and attended.

The total number of programs offered declined by 10%, and program attendance decreased by 3%. This indicates higher attendance per offering, which positively reinforces some of the work we have done to respond to participation data and customer feedback about community interests and needs. The reductions in number of offerings and attendance were affected by the Aldershot fire and flooding, which caused a 15% drop in programs and a 24% decline in attendance during the 90-day closure, and the New Appleby relocation, which led to a 4% reduction in programs and a 9% decrease in attendance while programs were paused for the move.

As we prepare to report on our Strategic Plan targets, we will make a few further adjustments to program data reporting. Outreach has been defined separately from programming to better capture the unique intent of this service. To establish an accurate baseline for comparison, our Strategic Plan programming targets will be measured against a baseline for in-person and online programming, excluding outreach.

Membership

The overall trend for new memberships in 2025 was stable, though the total number was 10% lower than in 2024. Contributing factors include branch closures, new printing technology that does not require a library card, and lower use of Connect Cards for computer access. Member retention and activity remains strong.

B. Strategic Plan

This report marks for the final report for the 2021-2025 Strategic Plan. Much has been accomplished under this strategic plan. A few select initiatives are moving forward into 2026.

Once again in 2025, BPL exceeded our REACH target of a 5% increase over the 2019 benchmark with an 54.6% increase. BPL also exceeded our USE target of a 10% increase over the 2019 benchmark with a strong 46.6% increase. The 2025 Economic Impact Statement will be completed in spring 2026.

Of the course of the 2021-2025 Strategic Plan, BPL invested significant energy and resources to developing a framework to support data driven decision making. With the approval of BPL's 2026-2027 Strategic Plan, staff have integrated targets directly into planning. Staff have also improved integration between BPL's Strategic Plan and Multi-Year Accessibility Plan to ensure work is complementary and accountability is clear. Baseline data has been collected for strategic indicators from the 2026-2027 Strategic Plan and staff will begin reporting progress to the Board in April.

C. Governance Calendar and Annual Workplan

Annually, the Library Board identifies and tracks major governance responsibilities and key annual objectives. The Library Board governance calendar and work plan is updated quarterly to enable the Library Board to track progress throughout the year.

The Board has finished most 2025 deliverables; a few were postponed to 2026 due to staff changes.

D. Human Resources and Health & Safety Update

The summary page highlights the key insights related to Q4.

Financial Considerations

Ongoing monitoring of performance measures and key indicators is part of effective financial stewardship. The Library measures use and impact of core services to calculate the value it provides the community based on each resident's financial contribution.

Strategic Implications

These reports seek to align with the current strategic plan to enable the Board to monitor and ensure that the Library is advancing strategic priorities. The Board will receive its first report on the 2026-2027 Strategic Plan in April, which will provide a combination of core performance measures and progress on strategic plan indicators. This report notes some anticipated changes in data categorization that will take effect in 2026.

Equity, Diversity & Inclusion Considerations

Quarterly performance reports provide accountability for BPL staff and our commitment to equitable service. We use this data in combination with demographic information and community feedback to assess the level and types of service we are providing. As we transition into our 2026-2027 Strategic Plan, staff have incorporated additional measures into program, support service, and outreach data entry and categorization. This information will be used to better understand how our offerings align with the diverse needs of our community.

Risk Management

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

Policy

There is no applicable policy.

Respectfully submitted by: Lita Barrie, Chief Executive Officer
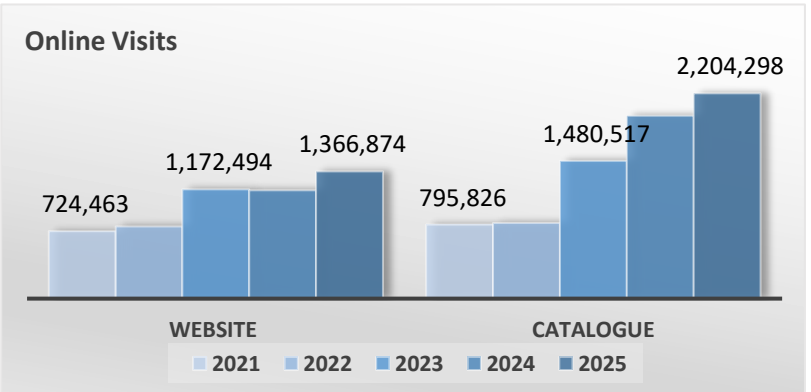
BURLINGTON PUBLIC LIBRARY

Year End 2021-2025

Total Visits

The total number of in-person and online visits

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	4,640,598	13%	30%	106%	153%

Total Visits

2021	2022	2023	2024	2025
1,833,383	2,252,319	3,566,112	4,111,538	4,640,598
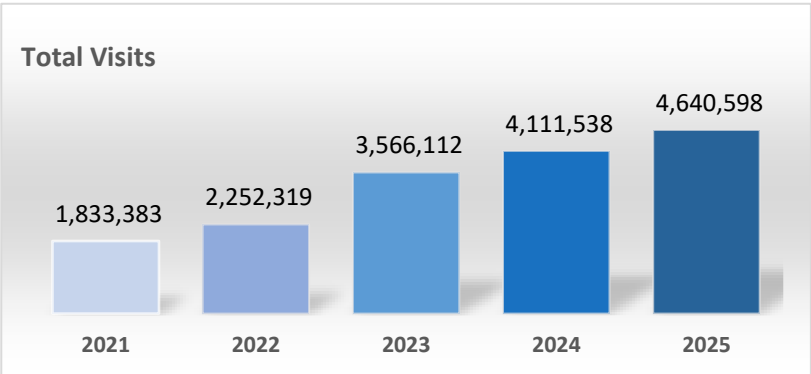
In-Person Visits

Number of in-person visits to BPL's branches

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	1,069,426	9%	17%	61%	242%

In Person Visits

2021	2022	2023	2024	2025
313,094	663,517	913,101	982,644	1,069,426
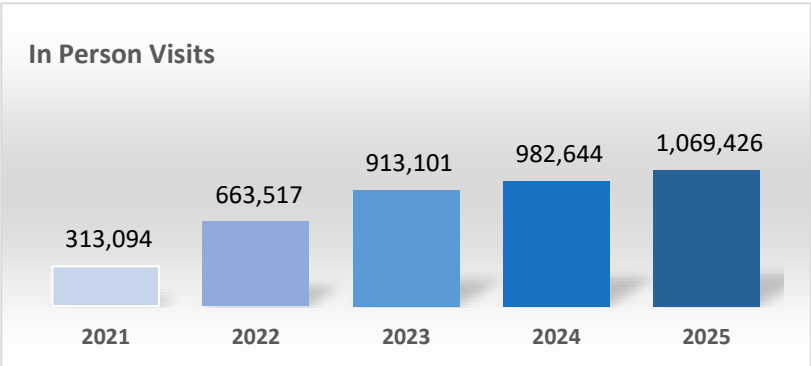
Online Visits

Number of visits to BPL's website & catalogue

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	3,571,172	14%	35%	125%	135%

Online Visits

	WEBSITE	CATALOGUE
2021	724,463	795,826
2023	1,172,494	1,480,517
2025	1,366,874	2,204,298

■ 2021 ■ 2022 ■ 2023 ■ 2024 ■ 2025

BURLINGTON PUBLIC LIBRARY

Year End 2021-2025

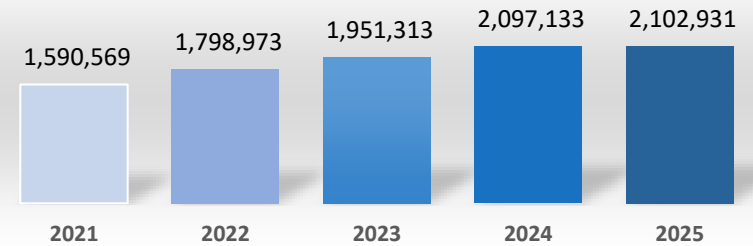### Total Circulation

The total of physical and digital circulation

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	2,102,931	0%	8%	17%	32%

Total Circulation

2021	2022	2023	2024	2025
1,590,569	1,798,973	1,951,313	2,097,133	2,102,931

Physical Circulation

Number of customer checkouts and renewals

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	1,248,564	-5%	-4%	3%	39%

Physical Circulation

BOOKS: 710,374 · 1,030,813 · 1,020,863
OTHER: 190,551 · 270,817 · 227,701

Legend: 2021 2022 2023 2024 2025
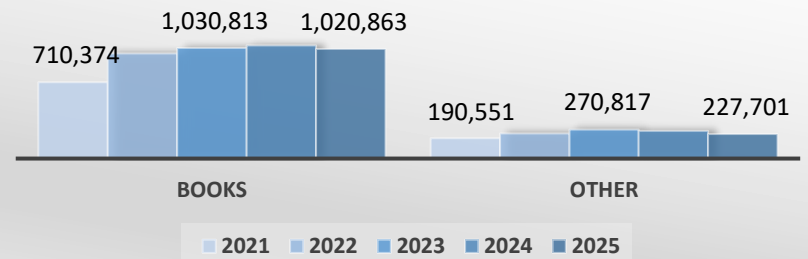
Digital Circulation

Number of electronic checkouts

	Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
	854,367	8%	32%	46%	23%

Digital Circulation

EBOOK: 262,219 · 241,965 · 238,374
EAUDIO: 109,180 · 136,943 · 186,167
DATABASES: 321,245 · 270,779 · 429,826

Legend: 2021 2022 2023 2024 2025
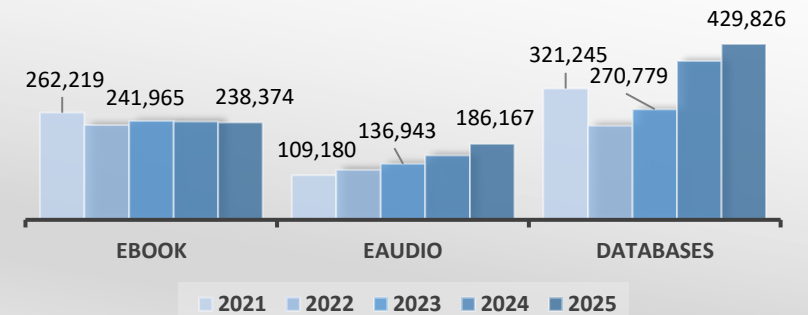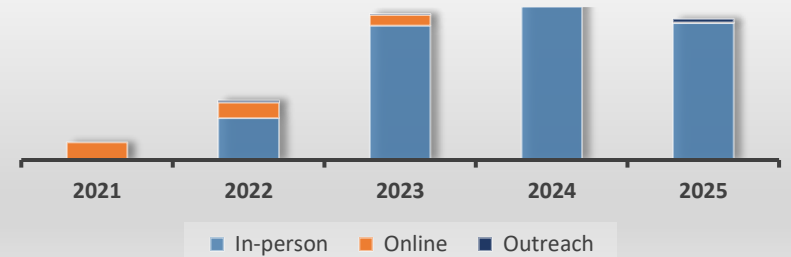
BURLINGTON PUBLIC LIBRARY

Year End 2021-2025

Classes & Events Offered

Number of classes and events offered

Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
3,701	-10%	-3%	137%	705%

YTD	In-person	Online	Outreach
2021	-	460	-
2022	1,101	406	57
2023	3,525	285	18
2024	4,028	79	12
2025	3,590	23	88

Classes & Events Offered

In-person ■ Online ■ Outreach

Classes & Events Attended

Attendance at classes and events offered

Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
86,457	-3%	8%	190%	624%

YTD	In-person	Online	Outreach
2021	-	11,938	-
2022	21,806	4,833	3,221
2023	74,887	3,106	2,089
2024	85,606	1,890	1,823
2025	79,328	1,464	5,665

Classes & Events Attended

In-person ■ Online ■ Outreach
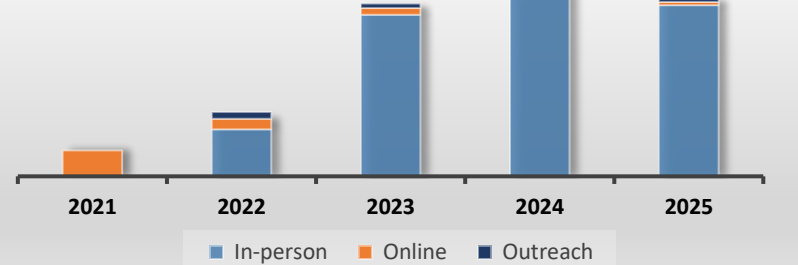
New Members

Number of created in-person & online memberships

Year End Total	Change 2024	Change 2023	Change 2022	Change 2021
8,870	-8%	-4%	8%	6%

Total Cardholders
120,788

New Members

IN PERSON: 5,196, 6,406, 7,064, 6,829, 6,046

ONLINE: 3,203, 1,809, 2,203, 2,848, 2,824

2021 ■ 2022 ■ 2023 ■ 2024 ■ 2025
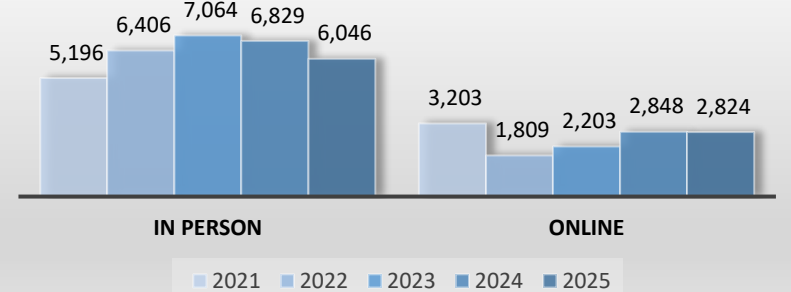
BURLINGTON PUBLIC LIBRARY

Year End 2021-2025

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

Library Board –2025 Governance Calendar & Workplan FINAL

Task or Deliverable	Area of Focus	Target date	Status	Notes
Q1				
Board Self-Evaluation Report	Governance	January	complete	
Annual Board Approval of the Health & Safety Policy	Governance	January	complete	
Audit Meeting - Prepare for 2023 Audit	Audit/Risk Management	January	complete	no formal meet reviewed audit plan via email
Review Q4 2024 Metrics Reports	Governance	January	complete	
Approve Q4 2024 Financial Statements	Financial Oversight	January	complete	
Attend Ontario Library Association SuperConference	Board Development	January	complete	Optional
Executive& Committee Elections	Governance	January	complete	
Receive 2024 Requests for Reconsideration Report	Governance	February	complete	
Board Retreat	Strategic Planning	February	complete	
CEO Performance Review	Governance	Feb/Mar	complete	
IT & Digital Equity Report	Governance	March	complete	Digital Equity report presented in March IT part of Risk Plan
Review General Human Resources Policy	Policy Review	March	complete	
Board Development: Service Pillars	Board Development	March	complete	Shared at February meeting
Q2				
Approve Q1 Financial Statements	Financial Oversight	April	complete	
Review Q1 Metrics Reports	Governance	April	complete	
Review Risk Management Policy	Policy Review	April	complete	approved April 24, 2025
Review Finance Policy	Policy Review	April	complete	approved April 24, 2025
Board Development: Makerspaces	Board Development	May	deferred	delayed until Q4
Review & Approve 2024 Audited Statements	Audit/Risk Management	April or May	complete	approved April 24, 2025
Review Senior Management 2024 Expenses	Audit/Risk Management	April or May	complete	
Review 2024 Risk Management Report & 2025 Plan	Audit/Risk Management	April or May	complete	
Receive 2024 Economic Impact Statement & Annual Report	Governance	April or May	complete	
Approve Comprehensive Facilities Plan	Strategic Planning	May	deferred	delayed until Q4
Receive Advocacy Report	Governance	May	complete	
Review Draft 2026-2027 Strategic Planning	Governance	June	complete	
Board Development: New Appleby Relocation	Board Development	June	complete	
Review Programming & Partnership Policy	Policy Review	June	in progress	Programming policy approved June 26, 2025 Partnerships Policy to be reviewed in Q4
Q3				
Receive Q2 Financial Statements by email	Financial Oversight	August	complete	
Approve Q2 Financial Statements	Financial Oversight	September	complete	Approved September 25, 2025
Approve annual Library Closures Calendar for 2026	Governance	September	complete	Approved September 25, 2025
Approve 2026 Capital Budget Submission	Financial Oversight	September	complete	Approved September 11, 2025
Approve 2026 Operating Budget Submission	Financial Oversight	September	complete	Approved September 11, 2025
Approve 2026-2027 Strategic Plan	Strategic Planning	September	complete	Approved September 25, 2025
Received 2025 Customer Satisfaction Survey Report	Strategic Planning	September	complete	Received September 25, 2025
Receive Q2 Metrics Reports	Governance	September	complete	Received September 25, 2025
Review Fees & Charges	Policy Review	September	complete	Approved September 11, 2025
Q4				
Approve Q3 Financial Statements	Financial Oversight	October	complete	Approved October 23, 2025
Receive Q3 Metrics Reports	Governance	October	complete	Approvid October 23, 2025
Receive Advocacy Report	Governance	October	complete	Received September 25, 2025
Receive the Multi-Year Accessibility Plan Report	Governance	October	deferred	Deferred to Q1 2026
Receive Sustainability Plan Report	Governance	October	complete	Received November 27, 2025
Review Accessibility Policy	Policy Review	October	deferred	Deferred to Q1 2026
Board Development: Local History & Burlington Digital Archive	Board Development	October	complete	Presented October 23, 2025
Review Donations, Sponsorship Policy	Policy Review	November	complete	Approved November 27, 2025
Review Naming Rights Policy	Policy Review	November	complete	Approved November 27, 2025
Receive Fund Development Report	Financial Oversight	November	complete	Received November 27, 2025
Receive Equity, Diversity & Inclusion Report	Governance	November	deferred	Deferred to Q1 2026
Approve Board Self Evaluation Survey Tool	Board Development	November	complete	Approved November 27, 2025
Conduct Board Self Evaluation	Board Development	November	complete	
Review Equity, Diversity and Inclusion Policy	Policy Review	November	deferred	Deferred to Q1 2026
Board Development: Halton Information Providers	Board Development	November	deferred	Deferred to 2026
Appoint 2026 Executive Nominating & CEO Review Committee	Governance	November		Not required due to update to Board Bylaw
Approve 2026 Board Governance Calendar & Workplan	Governance	November	complete	Approved November 27, 2025

BURLINGTON Public Library

1. Enhance community well-being.

Strengthen relations with community partners to support community needs through programming and other library services.
- Anti-racism & inclusion
- Healthy living with active aging focus

Enable the Library to make informed and data driven customer services and budgetary decisions.
- Systems for collecting, segmenting, analyzing, and reporting data
- Measurable Key Performance Indicators (KPIs)

Enhance and support digital inclusion and literacy through the continued research, development, and delivery of technology for use in and outside of the library.
- Access to digital technology as a priority
- Current & emerging software and equipment

Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.
- Efficiency of operating systems: Lighting & temperature controls
- Reducing waste
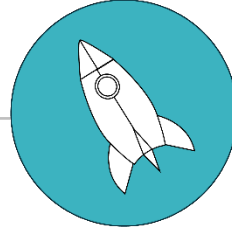
2. Inspire discovery with diverse collections, services, and spaces.

Develop audience-specific strategies to increase public access and their engagement with reading & library services.
- Staff-led reading & collections recommendations
- Diverse and inclusive collections and services
- Review customer feedback and trends

Using an equity lens, create a strategic roadmap for our physical spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.
- Reimagined use, flexibility and design of our spaces
- Makerspace

Extend our physical presence in the community.
- Larger branch capacity in New Appleby catchment area
- Reimagined accessible and alternate service points
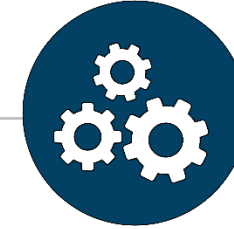
3. Create a workforce culture driven by our organizational values.

Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation, and learning.
- Renewed performance & learning approach
- Technology knowledge as a priority

Create a positive, welcoming, and memorable journey for all customers.
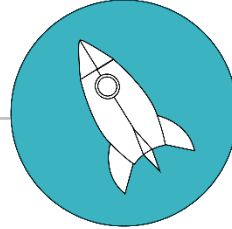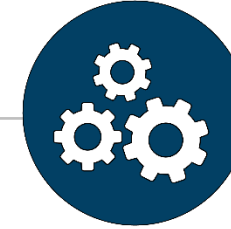- Customer first culture
- Customer satisfaction KPIs

BURLINGTON Public Library

Community Well-being

Inspire Discovery

Workforce Culture

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;

2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.

3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

OVERARCHING SUCCESS MEASURES & 5 YEAR TARGETS:

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

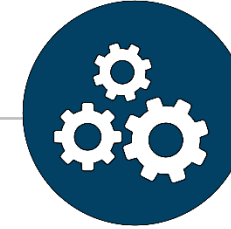**BENCHMARK YEAR FOR TARGETS WHERE DATA IS AVAILABLE: 2019**

Strategic Impact Goals, Measures & Targets

Community
Well-being
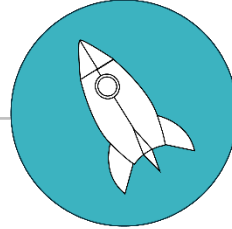
Inspire
Discovery

Workforce
Culture

OVERARCHING IMPACT GOALS: 1. Contribute to the overall well-being and better quality of life for all Burlington residents;

2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.

3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

		2025 % Change
1. our **REACH**	5% increase	+54.6%
2. our **USE**	10% increase	+46.6%
3. our **VALUE**	maintain high value	Not yet available

Strategic Plan Scorecard with 2025 Initiatives & Targets – Q4 Update

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

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Internal Business Processes	B1	Enable BPL to make informed and data driven customer services	Access to service data to inform planning	Completion	Using collections data to inform and report on purchasing decisions in response to the evolving economic climate	Completed BPL continues to feel pressure related to the costs of eBooks & eAudiobook
		Using an equity lens, create a strategic roadmap for our physical space, reimagined use, flexibility and design of BPL spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.	Customer satisfaction with library spaces	Completion	Advance Central Wayfinding Project to unify BPL's approach to accessible signage and service navigation. Pivoting away from digital wayfinding kiosks, inform next steps based on Rick Hansen Accessibility Certification Program and AI .	Work continues to advance the Central Wayfinding Project identifed as a key project for 2026
	B2	Enhance and support digital inclusion & literacy through the continued research, development, and the delivery of technology for use in and outside of the library.	Customer satisfaction with technology services - Customer survey	Increase by 2% over 2022 Customer survey result of 63% by 2025	Launch Alton MakerStation	Complete launched July 23, 2025
					Implement 2025 actions from Digital Equity Plan	2025 Customer satisfaction with technology 64.82%
	B3	Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.	Define measures and targets	Completion	Complete BPL Sustainability Plan 2025 Action item	Deferred to 2026

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Learning & Growth	L1	EDI Systemwide training Program	Great Place to Work data - Training & Development Indicator	100% completion first 3 months of employment	Implement EDI system training as part of onboarding process for all new employees	Completed
	L2	Increase BPL staff technology knowledge as a priority	Bridge Survey	Benchmark against 2024	Implement 2025 actions from Digital Equity Plan	Update report presented to the Board in March 2026.
	L3	Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation and learning	Great Places to Work Certification - annual employee engagement survey rating	Achieve Great Places to Work certification annually with overall trust index average rating exceeding 80%.	Great Places to Work Survey scheduled for November 2025	Completed - Overall satisfaction increased to 95%
Financial Stewardship	F1	Enable BPL to make informed and data driven customer services and budgetary decisions	Operating Budget	2026 Approved budget	Achieve 2025 Business Service Plan within approved operating budget guidelines.	Completed
			Capital Budget	2026 Approved budget	Complete 2025 Capital Projects as outlined	Completed
			Economic Impact	return to pre-Covid values	2024 Economic Impact report to Library Board in April 2025.	Completed - Increased per resident value from $303 to $318

Staffing & Recruitment

Headcount	
Full Time	59
Part Time	83
Total	**142**

Organizational Voluntary Turnover Rate				
Q1	**Q2**	**Q3**	**Q4**	**YTD**
1.44%	0.71%	5.07%	2.15%	**9.37%**

Recruitment – At a glance					
	Q1	**Q2**	**Q3**	**Q4**	**YTD**
Number of Positions Posted**	5	11	3	6	**25**
Number of Applicants	978	2953	608	1291	**5,830**
Number of Positions Hired – Externally	3	6	3	10	**22**
Number of Positions Hired – Internally	2	7	1	2	**12**
Number of Positions Not Filled	0	0	0	0	**0**
Fill Rate	100%	100%	100%	100%	**100%**
90 Day Retention Rate	100%	100%	100%	100%	**100%**
1 Year Retention Rate ***	100%	67%	75%	100%	**86%**

Staff Health and Wellness

Health and Safety					
Type	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
First Aid Injuries	2	2	1	2	**7**
Lost Time Injuries *	1	0	0	1	**2**
WSIB Injuries	1	0	0	1	**2**
Staff on STD	1	1	1	1	**4**
Staff on LTD	0	0	0	0	**0**

Onboarding Survey

Participation Rate
96%

Overall Onboarding Score
97%

Summary Page

Recruitment

** There were 6 positions posted, but 12 candidates were hired. Some postings had multiple vacancies.

*** Four staff left overall before reaching their one-year anniversary.

Health and Safety

* The Q1 approved WSIB claim resulted in lost time. The Q4 WSIB claim when reported resulted in lost time but the WSIB report is still under review for final approval. If not approved, the lost time will be reversed.

5. Consent Items: 5.5 Multi-Year Accessibility Plan
2022-2025 Report and 2026-2029 MYAP

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Recommendation

THAT the Burlington Public Library Board approves BPL's 2026-2029 Multi-year Accessibility Plan and receives the 2022-2025 MYAP Report.

Purpose

In compliance with the IASR, O.Reg. 191/11, 2.4. (1), public sector organizations must "establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation" and "review and update the accessibility plan at least once every five years."

Background

BPL's previous MYAP was approved in October of 2022, we have now completed the previous 3-year plan and are proposing a new 3-year plan that will take us to 2029. This new plan looks to integrate the work of the MYAP within BPL's existing Strategic Plan

and department structures to make accessibility services a part of decision making at all levels of the Library.

Discussion

The proposed MYAP priorities are based on the continuation of in-progress projects, community feedback, and integration with other system-wide initiatives to address barriers to access.   The MYAP aligns with our current Strategic Plan and is guided by our values. The reporting in the MYAP is organized to align and integrate with our other routine and departmental work. The MYAP categories of work are:

- Library Collections & Resources
- Programming
- Digital Services & Technology
- Spaces
- Staff Expertise
- Other

The Library's Accessibility Advisory Committee is chaired by the Accessibility Coordinator (the Manager of Outreach & Inclusion) and is made up of library staff responsible for completing the work of the MYAP in their respective departments. The committee will continue to review, report and complete the work of the MYAP in consultation with BPL's Management Group and community stakeholders. The approved MYAP will be posted on the library website, with annual progress reports to be presented to the Board and posted for public access.

Financial Considerations

The work in the MYAP is a part of internal Library departments and the Library's Strategic Plan and so is included within the library's annual budget. Departments will aim to incorporate MYAP commitments into other projects, particularly when infrastructure is involved to streamline costs.

Strategic Implications

Several MYAP actions are reflected in Strategic Plan goals as inclusion and accessibility align with enhancing community well-being, helping people feel connected, accepted, and empowered to achieve their goals. As well, accessibility in our spaces is

a part of our priority 2 strategies that inspire discovery with collections, services and spaces that reflect our evolving community.

Equity, Diversity & Inclusion Considerations

BPL's Accessibility Coordinator is the Manager, Outreach and Inclusion and this is an intentional reflection of how EDI is considered along with other barriers to accessibility in our planning at the Library. The current MYAP also has an action item around increasing participation from equity-deserving groups in our Customer Satisfaction Survey—one of those groups being individuals with disabilities and the others being groups that are underserved and have barriers that would fall under EDI considerations.

Risk Management

As outlined in the IASR, O. Reg. 191/11 s. 83 (1), failure to comply with the AODA or IASR may result in an administrative monetary penalty being ordered to the maximum of $100,000, the case of a corporation, and $50,000, in the case of an individual. The MYAP not only aids BPL in maintaining compliance with these standards but raising the bar for accessibility at the Library for future generations.

Related Policy

The MYAP is closely aligned with the Accessibility Policy that is being presented to the Library Board as well.

Report Author(s)

Respectfully Submitted by: Elise Copps, Director of Communication & Engagement and Meg DeForest, Manager, Outreach & Inclusion and Accessibility Coordinator

- Date: Jan 22, 2026
- Amended Dates:
- Associated Documents: 2022-2025 MYAP Report, 2026-2029 MYAP,

Burlington Public Library Multi-Year Accessibility Plan - 2026-2029

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Introduction

Burlington Public Library's (BPL) mission is to inspire imagination, collaboration, and compassion to support an informed and literate society. We provide five core streams of service:

- Library Collections & Resources
- Digital Services & Technology
- Programming
- Spaces
- Staff Expertise

Inclusion is one of BPL's core values. We develop and deliver services with a universal design mindset and continually seek opportunities to improve accessibility in each of these service streams. Our goal is for people of all abilities to have access to the full scope of library services. This Multi-year Accessibility Plan identifies key improvements we will prioritize under each service stream between 2026-2029 as well as administrative improvements that will increase community engagement and access.

Background

Guided by our Accessibility Policy and BPL Accessibility Principles, Burlington Public Library has implemented many initiatives to improve access for people with disabilities. These include standards to guide accessibility in our facilities and programs, adaptive reading formats and assistive devices to use in BPL branches or borrow, website and communication updates, and staff training. The [Accessibility section of our website](), bpl.on.ca, identifies key services and supports for people with disabilities.

As required by the Accessibility for Ontarians with Disabilities Act (AODA), BPL creates a Multi-Year Accessibility Plan to document accessibility-related initiatives and improvements. This plan guides our accessibility priorities, however it does not capture the full extent of BPL's accessibility work. We believe accessibility is integral, so it is also embedded in our routine practices.

Commitment

Burlington Public Library is actively committed to providing equitable access to all members of the community, including those with disabilities. Accessibility goes beyond physical access—it means ensuring every individual can participate in our programs, resources, and services in a way that:

- respects their dignity
- recognizes their independence
- meets their needs
- and supports integration.

We plan, design, and deliver services to prevent barriers, meet or exceed the requirements of Ontario's accessibility laws and City of Burlington's Corporate Accessibility Policy, and foster an environment where everyone is welcome.

2026-2029 Priorities

These priorities are based on the continuation of in-progress projects, community feedback, and integration with other system-wide initiatives to address barriers to access.

Library Collections & Resources

Connect residents with disabilities to materials that reflect their interests and identity and meet their reading needs.

- Adaptive Reading Support
  - Optimize accessibility features in digital reading technology provided by BPL and help customers learn to use these tools
    - Enhance staff training on digital reading accessibility
    - Providing customer learning opportunities through outreach, programming, and staff support
- Accessible Collections
  - Enhance disability representation and accessibility in our physical book collection, guided by International Board on Books for Young People (IBBY) Outstanding Books for Young People with Disabilities lists
- Borrowing Methods
  - Increase awareness of and access to Handpicked For You custom book bundle service and alternative pickup options
  - Complete needs assessment for borrowers with mobility, cognitive, and technology barriers
  - Develop asset list and map referral pathways for local and regional support service providers offering home delivery and transportation services

Programming

Improve program offerings to foster inclusive participation for customers with physical, cognitive, and developmental disabilities

- Adaptive Participation
  - Seek input from disability advocacy groups and customers with disabilities to identify common barriers
  - Develop processes, purchase supplies, and modify or create programs to provide appropriate support
- Help Customers Plan

- o Improve program descriptions to help customers understand what to expect from programs and plan for potential challenges (loud noises or busy spaces)
- o Communicate proactively about available supports (audio, sensory, seating)
- o Improve timely access to program content such as presentation slides, handouts

Digital Services & Technology

- Self-Check Out Kiosk Pilot & Rollout
  - o Evaluate new self checkout kiosks and optimize accessibility features for height adjustment, text size, and voice to text technology integration
  - o Introduce new adjustable self-serve kiosks based on evaluation as a part of the life cycle replacement of self-serve kiosks
  - o Improve signage and user instructions for self-serve kiosks
- Audiovisual Equipment Management
  - o Upgrade large event spaces with new audiovisual system in the Central Branch third floor and Centennial Hall
  - o Improve integration with personal assistive devices
  - o Create accessibility standards for audiovisual equipment purchasing, replacement, and maintenance

Spaces

- Signage and Wayfinding Upgrades
  - o Implement Signage and Wayfinding Standards
    - ▪ Train branch supervisors on Signage and Wayfinding Standards and staff expectations
    - ▪ Implement planned signage and wayfinding upgrades at Central Branch
  - o Review current branch signage against standards and prioritize needs for new or improved signage and wayfinding
- Shared Spaces Optimization & Accessibility
  - o Review existing furnishings and fixtures at BPL branches for accessibility
  - o Purchase and/or relocate furniture to provide more accessible spaces
  - o Identify and communicate accessible workstations
  - o Upgrade exterior book return slots at branches
- Accessible Equipment Model

- o Create plan to make sure we have the right accessible equipment at our branches for the needs of our community and users at each location
- o Integrate accessibility standards into purchasing workflow

Staff Expertise

- Accessibility Refresher Training
  - o Implement 2-year refresher schedule for accessibility training of all staff to supplement existing training
- Staff Program Training
  - o Update staff programming training to reflect enhanced accessibility standards for programming

Administration and Communication

- Equity Deserving Group Participation
  - o Increase proactive outreach to disability advocacy and support groups
  - o Increase the number of people with disabilities actively using the library
    - Target to increase participation in our Customer Satisfaction Survey by 25% among customers who identify as having a disability that affects their daily life
- Website Accessibility
  - o Improve SiteImprove website accessibility score by two or more percentage points to 93% rating or higher
- Community Engagement Framework
  - o Audit existing community engagement tools and feedback processes for accessibility and inclusion
  - o Develop Community Engagement Framework that provides accessible methods to receive, capture, review, and action community feedback

MYAP Reporting

Burlington Public Library's Accessibility Coordinator oversees the MYAP and its priorities. They will provide a yearly progress report on BPL's MYAP progress to the public and Library Board.

Burlington Public Library: 2022-2025 Multi-Year Accessibility Plan Report

Contents

Report Overview

This report shares what Burlington Public Library (BPL) accomplished in its 2022−2025 Multi-Year Accessibility Plan (MYAP) and what we are continuing to work on.

The Library is committed to making our spaces, programs, and services accessible to everyone, including people with disabilities. We follow the Accessibility for Ontarians with Disabilities Act (AODA) and work to remove barriers so all community members can enjoy our services in a way that meets their needs. The 2022-2025 MYAP identified key priorities and recommended actions under these themes:

- Information and Communication Standards
- Customer Service Standards
- Employment Standards
- Built Environment and Public Spaces Standards

Over the past three years we have fulfilled the priorities identified in the 2022-2025 MYAP and completed the majority of the recommended actions. Some specific actions were deferred or modified to achieve the intended outcome in a way that is sustainable

within our capacity and integrated into our broader strategic plan. Actions that overlapped between two or more of the four themes were completed with a combined approach. A few actions were not feasible for reasons beyond the control of library staff and were therefore cancelled. Major actions that are still in progress have been included in the 2026-2029 MYAP.

2025 Accessibility Highlights

In 2025, BPL was honoured to receive the Mayor's Award for Equity, Diversity, and Inclusion for the Library's commitment to creating a welcoming community service for all Burlington residents. Our accessibility efforts were noted as a valued part of our greater focus on inclusion, which is a testament to the way BPL staff incorporate this accessibility into their work every day.

With the departure of the Equity, Diversity, & Inclusion Manager in spring 2025, the role was modified to include increase our focus on intentional engagement with equity-deserving groups in the community. The new Outreach & Inclusion Manager joined BPL in September.

Since joining BPL, she has been focused on reviewing progress on the 2022-2025 MYAP, developing an outreach framework, and working with staff and library leadership to develop a new 2026-2029 MYAP that builds on existing progress and complements BPL's strategic objectives.

The Accessibility Policy was due for review at the end of 2025. It has been updated to reduce statements that duplicate external requirements in favour of more clearly stating our alignment with the AODA and City of Burlington policy. This adjustment is aimed at reducing the risk of inconsistencies in our documentation. It is pending Board approval in January 2026.

In addition to the BPL Accessibility Principles and Standards that were developed under the 2022-2025 MYAP, this policy lays the foundation for accessible service at BPL. 2025 also brought the completion and approval of a new Strategic Plan that will guide BPL's work for the next two years. This plan includes goals related to integrated community engagement, increased outreach to equity deserving groups, and increased use of library services among equity deserving groups, including customers with disabilities. These Strategic Plan objectives are embedded in our revised MYAP.

2022-2025 MYAP Progress Report

This progress report identifies the priorities under each theme in the 2022-2025 MYAP as well as key actions that have been completed under each theme. Actions that have not reached completion are noted as ongoing and actions that are in progress but still have substantial work remaining are noted as continuing in the 2026-2029 MYAP.

Information and Communications Standards

- Audit and update website content for accessibility
    - Website updated with improved categorization and navigation, heading cases and alternative text for images
    - Website Standards developed to identify accessibility requirements for website format, design, and content
    - Multimedia Guidelines and Social Media Guidelines developed and implemented to standardize requirements for accessibility in content and social media engagement
- Establish accessibility guidelines to support interactions with our customers and employees
    - System-wide Accessibility Principles developed and implemented with staff to establish organizational approach to inclusive service and communication with customers with disabilities
- Create and use accessible-friendly templates for newly created documents such as policies, collaboration agreements, meeting documentation, presentations, and Library Board package
    - System-wide accessible templates developed and implemented
    - Documents transitioned into new templates when created or updated
- Establish an organizational-wide system for monitoring compliance
    - SiteImprove web optimization tool in use to monitor accessibility compliance—BPL maintains accessibility score of 91% or greater
- Audit website user experience, structure, and content based on accessibility principles including fine-tuning ReachDeck, accessibility webpage, documents available on the website, and disclaimer about third-party websites embedded in our system
    - Created accessibility section on website and orientation video to aid navigation to adaptive resources and reading formats, and highlight ReachDeck accessibility tool features and limitations with third party platforms

- ReachDeck tool used more than 45,000 times in 2025 at bpl.on.ca
    - **(continue into MYAP 2026-2029)** Project scope for user experience audit expanded to Community Engagement Framework under 2026-2027 Strategic Plan

Customer Service Standards

- Enhance our customer experience standards by incorporating accessible principles and use of inclusive language
    - (ongoing) Engagement with City of Burlington Accessibility Advisory Committee
    - Customer Experience Standards updated to reflect expectations for inclusion and accessibility for customers and staff
    - Signage developed and posted at all branch entrances to identify accessibility features of each location
- Eliminate barriers and integrate accessibility best practices into all BPL's programs and events
    - Integrated accommodation request process into program registration
    - Developed and implemented Programming Accessibility Standards
        - Implemented new microphones and speakers for branch programming
        - New process for collaborators/presenters to confirm completion of accessibility training and
        - **(continue into MYAP 2026-2029)** audit of program accessibility, adaptations, and staff training to design and deliver fully accessible programs
    - **(continue into MYAP 2026-2029)** design and installation of improved audiovisual system in major event spaces (Central Branch 3rd floor and Centennial Hall) to improve visibility, audio quality, and integration with personal devices
- Support and train staff to be knowledgeable accessibility champions
    - Developed Program Accessibility Checklists and Facility Accessibility Standards for use by staff and supervisors
    - Offered staff-led tours and visits to orient customers to BPL spaces and services
- Review BPL's collection based on accessibility standards and Equity, Diversity, and Inclusion lenses
    - Audit of Children's Picture Book collection

- o Introduced Handpicked For You custom book bundle service, which supports customers with mobility challenges
- o Participated in community outreach showcasing adaptive technology and reading options offered by BPL
- o (in progress) Transition CELA customers to new format options due to elimination of DAISY service

Employment Standards

- Review and establish accessible recruitment and interviewing guidelines, including creating and implementing procedure to provide any requested assistive technology or equipment in the hiring process based on candidate needs
  - o Implemented new recruitment software suite and revised processes that integrate accessibility into job posting, screening, interviewing, and onboarding processes
  - o Option to self-report demographic data during job application process
- Review procedure for accessibility accommodation plans in the workplace. Provide information on workplace accommodation policies and processes.
  - o Developed and implemented standard process for identifying accommodation needs, documenting accommodations, and implementing them in the job setting
  - o Updated return to work processes
- Update relevant Human Resources documentation to accessible formats or provide accessible formats upon request
  - o Accessible document templates implemented with HR team as files are created or revised
- Develop guidelines for supervisors on the process for individualized workplace emergency response plans for their staff with visible and non-visible disabilities
  - o Individualized workplace emergency response process integrated into onboarding process
    - ▪ (in progress) to be incorporated into accommodation process for use by existing staff and supervisors
- Maintain and coordinate training resources for staff and supervisors on accessibility (duty to accommodate, AODA refresher training, etc.) and EDI approaches (inclusive language and cultural sensitivity)
  - o All staff EDI training with modules including accessibility and inclusive language

- - - Membership in Canadian Centre for Diversity and Inclusion provides continued staff access to additional learning opportunities
  - BPL's Annual Staff Development Day theme for 2023 was accessibility, including keynote speaker with lived experience and orientation to accessibility tools and devices available to BPL customers and staff
    - Annual policy review requires staff refresh on key documents
    - (in progress) Implementation of standardized training pathways for onboarding and refresher training

Built Environment and Public Spaces Standards

- Facility accessibility audit in all our branches
  - Facility Accessibility Standards developed based on Rick Hansen Foundation Accessibility Certification (RHFAC) criteria, City of Burlington Accessibility Design Standards and the Ontario Public Library Guidelines
  - Accessibility upgrades at branches including installation of 17 automatic door openers on washrooms and program rooms, graded path and exit for safe egress from second floor at Central Branch
    - **(continue into MYAP 2026-2029)** New Appleby Branch outfitted with accessible exterior book return. Upgrades to book return slots at other branches to be completed under next MYAP
    - As a tenant of the property where Aldershot Branch is located, BPL advocated for increased access to accessible parking spaces with building management, but has not been successful and acknowledges that space is limited
  - Branches reviewed for compliance with accessibility standards, opportunities for improvement documented in photos
    - Immediate adjustments (repositioning of furnishings and fixtures to improve pathways and reachability) implemented
  - Facility Accessibility Standards implemented at New Appleby Branch during procurement and installation of furnishings, fixtures, and signage
  - **(continue into MYAP 2026-2029)** Central Branch signage and wayfinding plan in draft to be validated with external expertise and implemented under next MYAP
  - **(continue into MYAP 2026-2029)** Assess and correct outstanding furniture and fixture needs at each branch to provide a variety of seating and surface options, install signage for designated accessible priority workstations

- Create procedures for the ongoing maintenance of accessibility elements in all our branches
  - Facilities tasks, opening/closing procedures, and Health & Safety inspection procedures updated to incorporate Facility Accessibility Standards for maintenance and repair of facilities and fixtures
  - **(continue into MYAP 2026-2029)** Signage and Wayfinding Standards developed to define requirements for directional, informational, and promotional signage and instructions in branches. Implementation is in progress
  - **(continue into MYAP 2026-2029)** Procedure for lifecycle maintenance and procurement of accessibility aids to be completed under next MYAP
- Complete projects from previous MYAP
  - Outstanding projects from 2019-2021 MYAP completed within limits of budget and time. Priorities not expressly noted in 2022-2025 MYAP include:
    - Staff spaces: reviewed, but budget for substantial renovations of existing staff areas is not available
    - Participation in AccessABILITY Week: activities in collaboration with City of Burlington Accessibility Advisory Committee resumed

Incomplete Actions/Priorities

The 2022-2025 MYAP included several infrastructure related actions. While we were able to accomplish many of these improvements, some were not achievable within BPL's budget or scope of control and had to be cancelled.

- Install chair lift in NW emergency exit to service 2nd & 3rd floor at Central Branch
  - Projected cost of project was not feasible within BPL budget
- Washroom and service counter upgrades at Brant Hills Branch
  - Funds for this project had to be reallocated to urgent infrastructure repairs
- Reach a Rick Hansen Foundation Accessibility Certification – Accessibility Certified Standard for all BPL's branches by 2025 and Accessibility Certified Gold Standard by 2028
  - Volunteer student RHFAC auditor assessed Central Branch and provided report

- Cost scoping assessments indicated formal certification is not feasible within BPL's budget. As noted above, RHFAC criteria were incorporated into BPL Facility Accessibility Standards along with other guidelines

Conclusion

Burlington Public Library remains dedicated to fostering an inclusive culture in all our areas of service. BPL made considerable progress in implementing our Multi-Year Accessibility Plan; however, there are some actions that evolved during the course of our MYAP.

These transitions often recognized a new understanding of our goals and how we could better meet them through an integrated approach. In some cases the actions from the 2022 - 2025 MYAP will continue into the 2026 – 2029 MYAP as we expand or refine them to meet our community's needs. BPL continues to embody our values of inclusion and collaboration in our 2026 – 2029 MYAP, embedding accessibility in every aspect of our work by aligning MYAP priorities with our core areas of service.

Respectfully submitted to the board by Elise Copps, Director of Communications & Engagement and Meg DeForest, Manager, Outreach & Inclusion

5. Consent Items: 5.6 Cleaning RFP

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Recommendation

That the BPL Board grant delegated authority to the CEO to execute a five-year cleaning contract with a first-year value between $125,448 and 142,790 and annual increases capped at CPI.

Purpose

This report is to provide specific details of the awarded cleaning contract following the electronic Board vote on the above recommendation, which occurred on December 19, 2025. Through this report as part of the Consent Agenda, the vote will be recorded in the Board minutes as appropriate.

Background

BPL recently completed the procurement process for cleaning services at Central, Aldershot, Brant Hills, and Tansley Woods. Alton and New Appleby are both cleaned through contracts managed by facility partners.

BPL's part time cleaning staff positions were eliminated through natural attrition in 2025 and since September, BPL has used a vendor to clean Central on a short-term contract while preparing to complete the RFP process.

One of the existing vendors has indicated that their teams currently cleaning our facilities would not be retained if we transitioned to a new service provider. The Employment Standards Act, Bill 7, requires new service providers to either hire those employees, or compensate them as if they were terminated. While these are not BPL staff, there is comfort in the existence of this legislation which exists to protect employees' rights when service providers change.

Discussion

Due to timing around the holidays and current contracts ending February 1st staff requested that the Board vote electronically to grant delegated authority to staff to execute the cleaning contract. The recommendation set forth for electronic vote included a range of possible contract values and did not specify the successful bidder because reference checks were still outstanding. The language in the recommendation allowed staff to move to the next highest scoring bidder without returning to the Board for approval if references were not satisfactory.

A total of 19 RFP (Request for Proposal) responses were reviewed and scored per the criteria set out in the RFP. There was a price variation of $344,061 between the highest and lowest bids, and a range of weekly cleaning hours recommended from 85.4 to 244.

Based on the evaluation results and positive references, Green Maples Environmental Inc. (GME) is the successful bidder with a contract value of $140,490 and weekly cleaning hours of 108.5 across the four branches.

GME, certified by Ontario Health-Care Housekeepers Association (OHHA) and Cleaning Industry Management Standard (CIMS), presented a very thorough and reasonable proposal. The certifications held by GME indicate dedication to strong infection prevention as well as sustainable service provision. GME was able to demonstrate a strong understanding of BPL's needs, the size of their organization, use of detailed audit reporting and their approach to ensure uninterrupted service delivery were among the reasons they were the top scoring bidder.

The contract value represents an annual savings of $39,590 compared to the 2026 budget of $180,000 which was based on existing contract values.

Staff will collaborate closely with all vendors over the next few weeks to ensure a smooth transition of services.

Financial Considerations

There are no upfront or one-time costs associated with changing vendors. Currently two vendors are used to clean these four branches and the consolidation to one vendor is likely contributing to savings compared to existing contracts.

Strategic Implications

The implementation of the cleaning contract aligns most closely with the current strategic plan under Strategic Priority 2: Inspire discovery with collections, services, and spaces that reflect our evolving community by helping to ensure our branches are clean, safe and welcoming to our customers.

Equity, Diversity & Inclusion Considerations

Implementation of a sustainable and consistent cleaning regime in all branches helps to ensure that all customers can enjoy the spaces to the maximum potential.

Sustainability Considerations

As mentioned above, GME is certified by CIMS and has the additional add-on certification for Green Building (CIMS-GB). This add-on is aligned with the LEED for Existing Buildings rating system and shows a commitment to providing sustainable cleaning services.

Risk Management

As with the implementation of any new vendor, there will be a learning curve and risk of poor performance. The Terms and Conditions in the RFP and subsequent contract allow for comprehensive vendor management based on quality of services. Staff will use observation, quality checks and communication to manage performance and respond accordingly if performance remains unacceptable.

Related Policy

The procurement process for cleaning services followed BPL's Finance Policy.

Report Author

Nicole Tewkesbury, Director, Finance & Infrastructure

6. Decision Items: 6.1 Q4 2025 Financial Statements

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Recommendation

THAT the Library Board approve the 4th Quarter Operating, Capital, and Other Funds Financial Statements for the period ending December 31, 2025.

THAT the Library Board approve allocation of the 2025 gross operating surplus of $150,392 as detailed below:
- **$10,549 to Operating Reserve Fund for Think Big for Burlington fund**
- **$21,096 to Operating Reserve Fund for Kids Learning fund**
- **$21,632 to Capital Reserve Fund for lifecycle replacement of MakerSpace equipment**
- **$97,115 to Capital Reserve fund for the Central Infrastructure Project**

THAT the Library Board allocate any interest earned on the capital reserve fund in 2025 to the Central Infrastructure Project, Phase 2.

THAT the Library Board approve the use of Kids Learning Fund revenue in 2026 in the amount of $3,000 for Summer Reading Club, and $5,000 for enhancing children's collections.

Purpose

To seek the Board's approval of the Q4 Financial Statements and other recommendations above.

Discussion

Attached are copies of the Operating, Capital and Other Funds Financial Statements for the period ending December 31, 2025. Please see the comment section for each statement for details of variances. Please note that the Capital statement is preliminary and a final version including final spending on COB-led projects and any interest earnings will be presented to the Board with the audited financial statements.

Based on approval of the recommendations above, the preliminary December 31st reserve fund balances would be:

	Total Balance	Restricted Balance	Unrestricted Balance
Capital Reserve	$685,382*	$459,774*	$225,609
Operating Reserve	$335,873*	$50,979	$284,894*
Total Reserves	$1,021,205	$510,702	$510,503

*2025 interest earned on reserves will be in addition to these balances

Donation Funds: Staff are recommending that general donations of $10,549 be directed to the Think Big for Burlington fund to support the advancement of BPL's Strategic Plan and objectives so our library can continue to help Burlington thrive now and in the future. This fund supports innovation-related projects.

Makerspace Equipment: As approved in the 2025 Operating Budget, the net Makerspace revenue is directed to the Capital Reserve fund to support future lifecycle renewal.

New Appleby Relocation: The construction portion of the project still has a balance of $262.8K, primarily related to holdbacks as COB works through any construction deficiencies with the contractor. The remaining funds available for the FF&E are allocated to outstanding purchases including refinement of staff workspaces, completion of children's area and additional furniture in response to observed use of the space. This remaining funding will be spent in early 2026.

Central Infrastructure Project: The capital reserve balance above includes $203,681 for this project (HVAC/roof, etc.). There is an additional $2,466,104 for this project in the approved 2026 Capital Budget, including one-time funding of $2.2M from COB. The balance available for this project after accounting for 2025 spending of $51K is $5,102,879. Additionally, staff are recommending that any interest earned on the capital

reserve fund for 2025 be allocated to this project. The interest amount is not yet known but will be included in the 2025 audited financial statements, along with any additional spending that may be identified as COB prepares their 2025 financials.

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.

Sustainability Considerations

Sustainability and climate action are core to BPL's vision of an engaged and sustainable community advanced by curiosity and discovery. BPL's Financial Statements capture initiatives that advance BPL's commitment to the three interconnected priorities: climate change mitigation, climate change adaptation and climate equity.

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.

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

Burlington Public Library
Operating Statement
December 31, 2025

	2025					2024			
	Total Budget	December 31 YTD Actual	% of Total Budget	YE Projection at Q3 2025		Total Budget	December 31 YTD Actual	% of Total Budget	YE Projection at Q3 2024
REVENUE									
City of Burlington	12,337,734	12,337,734	100.0%	12,337,734		11,920,516	11,920,516	100.0%	11,920,516
Province of Ontario	229,403	229,403	100.0%	229,403		229,403	229,403	100.0%	229,403
Library Generated	180,747	250,742	138.7%	220,820		156,444	211,763	135.4%	207,573
Grants & Donations		34,053		-			19,634		
Total Revenue	**12,747,884**	**12,851,932**	**100.8%**	**12,787,957**		**12,306,363**	**12,381,316**	**100.6%**	**12,357,492**
EXPENSES									
Salaries	7,511,016	7,516,405	100.1%	7,499,263		7,280,275	7,249,952	99.6%	7,224,843
Employee Benefits	2,067,553	1,937,311	93.7%	2,025,810		2,099,300	1,911,719	91.1%	1,965,595
Operating Reserve Transfer				-		(169,037)	-		
Staff Education	105,000	86,023	81.9%	105,000		105,000	95,704	91.1%	95,000
Total Employee Costs	**9,683,569**	**9,539,739**	**98.5%**	**9,630,073**		**9,315,538**	**9,257,375**	**99.4%**	**9,285,438**
Materials	1,175,000	1,176,685	100.1%	1,175,000		1,175,000	1,176,121	100.1%	1,175,000
Operating Costs	346,190	334,922	96.7%	359,998		370,510	358,178	96.7%	388,662
Building Costs	1,020,160	1,128,954	110.7%	1,073,162		934,870	999,617	106.9%	994,630
Automated Systems	522,965	521,240	99.7%	522,965		510,445	510,577	100.0%	510,445
Total Expenditures	**12,747,884**	**12,701,540**	**99.6%**	**12,761,198**		**12,306,363**	**12,301,869**	**100.0%**	**12,354,175**
Gross Revenue less Expenditures		**150,392**		**26,759**			**79,447**		**3,317**
Donations & MakerSpace	-	53,277	-	-		-	29,095	-	-
Net Revenue less Expenditures		**97,115**		**26,759**			**50,352**		**3,317**

Burlington Public Library
Operating Statement Comments
December 31, 2025

REVENUES:

City of Burlington

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

Provincial Grant

The annual provincial grant was received in December.

Library Generated

Library-generated revenue represents 1.4% of the overall budgeted revenue for BPL. The YOY total is higher than budget, 2024 actuals and the Q3 projection. Compared to the 2025 budget, there is higher revenue in the following categories: printing revenue ($12K), Makerspace ($14K), interest earnings ($10K), room rentals ($1.4K), garbage tags ($1.8K) and lost material recoveries ($1.7K). Additionally, the old BPL truck was sold for $4.9K and there was $24K in revenue from Brock related to the new partnership at New Appleby - these two items were not budgeted. The generally higher revenues across all categories and the truck sale and Brock revenue are the difference when comparing to 2024 and Q3 projections.

Grants & Donations

Grants and donations are not budgeted for and in 2025 a total of $53.3K was collected compared to $29.1K in 2024. Included in these annual totals is grant funding of $2.4K in 2025 and $7K in 2024 for summer students.

The breakdown of donations to the various funds can be seen in the 'Other Fund Statement' which is part of the Board package. With approval of the recommendation in the covering Board report, this amount will be set aside as restricted funds in the Operating Reserve Fund until such time that the Board approves use.

EXPENSES:

Salaries & Benefits

Burlington Public Library
Operating Statement Comments
December 31, 2025

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

Staff Training & Educational Assistance

The annual training budget was underspent in 2025 by approximately $19K. Due to staff capacity focused heavily on the New Appleby move and position gapping, some planned training has been deferred to 2026. BPL also benefited from some low cost training in social connections with community partners. Spending was focused on the OLA Conference, training on First Aid, EDI, cyber security, AI, Convivencia, social connections and Staff Development Day speakers. Additionally, the annual access to Citation Canada and other on-boarding training portals are charged to this account.

Library Materials

As anticipated, the Collections budget was fully spent in 2025 and is in line with 2024 spending.

Operating Costs

Burlington Public Library
Operating Statement Comments
December 31, 2025

The trajectory of spending as of Q3 suggested that operating costs would be over budget for 2025, however the spending was less than budget, 2024 actuals and the Q3 projection.

The primary drivers of the differences YOY are a reduction in vehicle related costs, which included fit-up of the new truck in 2024 ($13.6K), lower travel costs related to the PLA conference in 2024 ($5.7K) which only occurs in alternate years, lower marketing expenses ($4K), and printing expenses ($2.4K), offset by an increase in audit fees ($3.5K).

Compared to the 2025 budget, spending on consulting services was less by $9.4K, marketing expenses were lower by $6K, and the anticipated increase in audit fees was high by $1.4K. These savings were offset by higher printing costs ($5.4K) associated with increased printing revenue.

These variances, along with an unrealized increase in MakerSpace expenses expected to align with the higher revenue, represent the difference compared to the Q3 projection. In 2025, there were significant changes to the MakerSpace processes which have resulted in a lower cost of goods sold as a percentage of revenue. The impact of these changes were not yet known as of Q3 reporting.

Building Costs

Building costs are higher than 2024 YTD by approximately $129K primarily associated with an increase in cleaning contracts ($45.1K), higher rent for New Appleby ($25.7K), removal and replacement of hydraulic external book drops ($41.6K) and costs associated with the sewage system backup ($18K).

These variances generally explain the difference compared to budget of $108.8K, along with lower utility costs ($16K) and lower rent ($4.7K) due to a partial month charge for September related to the delayed opening of New Appleby. The Q3 projection anticipated the increase in cleaning contracts, but did not include the cost of book drop changes and sewage system repairs.

Automated Systems

As projected, the IT budget has been spent out. Compared to 2024, the additional spending is generally related to the 1%-3% annual increases for most contracted services YOY.

RETAINED SAVINGS:

Burlington Public Library
Operating Statement Comments
December 31, 2025

The variances described above result in a YTD gross surplus of $150,392. After adjusting for the movement of donation revenue ($31.7K) and net MakerSpace revenue ($21.6K) to the Operating and Capital Reserve Funds respectively, as recommended in the covering report, the net surplus is $97,115. Staff are recommending the net surplus be directed to the Capital Reserve Fund and assigned to the Central Infrastructure Project Phase 2.

Burlington Public Library
Capital Reporting
December 31, 2025

Description	2025 Opening Balance	2025 Funding	2025 Spending	LTD Remaining Funding	Year of O/S Funding
Capital Reserve Fund*	1,456,761	- 771,379	- 771,379	685,382	*2025 Interest not yet added
Technology Renewal	183,500	313,000	254,118	242,382	2025
Collections Expansion	-	60,500	-	60,500	2025
Strategic Initiatives	10,522	-	10,522	-	n/a
Facility Renewal	410,871	83,000	93,219	400,652	2024: $317.7K 2025: $83K
Central Infrastructure	2,199,039	285,126	51,020	2,433,145	2024: $2,148.1K 2025: 285K
New Appleby Project Construction	798,715	-	535,927	262,788	2023
New Appleby Project FF&E	-	725,000	568,677	156,323	2025
	3,602,648	1,466,626	1,513,483	3,555,791	
		TOTAL CAPITAL FUNDING		$ 4,241,173	

Funding Sources	
COB (IRRF, CFC)	521,500
COB (Development Charges)	55,000
BPL Reserve Fund	815,126
Total per Budget	1,391,626
Bequest funds through Reserve	75,000
Adjusted funding balance	1,466,626

Capital Reserve Fund - Restrictions		
Balance		685,382
Central Infrastructure Project	-	203,681
Bequest Funds	-	225,000
MakeSpace renewal funds	-	31,093
Unrestricted Balance		225,609

Board Approved use of Bequest Funds	
Children's technology and furniture	125,000
Public furniture at Central	70,000
History Walk (replaces bell)	30,000
Total per Budget	225,000

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of $203.7K for the Central Infrastructure project (2024 surplus & interest + 2025 surplus), MakerSpace equipment renewal funding of $31.1K and $225K from bequests set aside for various projects as listed at the bottom of the Capital statement. A change to the use of these funds would require Board approval. The remaining $225.6K is available for funding projects in 2026 and beyond per the capital budget.
Technology Renewal	Lifecycle replacement of technology including self checks, early literacy stations, servers, computers/tablets, RFID pads, UPS, and peripherals used for staff and public internet machines.	2025 spending was focused on lifecycle replacement of computers, tablets & components ($77.5K), network switches and UPS ($35.4K), technology for the new New Appleby branch ($23.3K), servers for ILS and people counter ($62.3K), RFID pads/selfchecks ($39K), phone system components ($13.9K), TV replacement ($2.7K).
Strategic Initiatives	Strategic Plan initiatives, Alton Creative Space development	This funding was used to implement a MakerStation at Alton to extend access to some Makerspace-style equipment. This project aligns with Strategic Plan priority #2 - Inspire discovery with diverse collections, services, and spaces.
Facility Repair & Renewal	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	Spending in this account was focused on lifecycle replacement of the data centre HVAC system ($45.5K) and the fire alarm panel and system devices ($47.7K). This account includes funding ($291K) for the roof and HVAC replacement at Brant Hills which is being project-managed by COB and which has been paused until 2026.
Central Infrastructure Project	Lifecycle replacement of building systems including HVAC, roofing, and skylights	The project implementation is being completed by COB and YTD spending is $51K. At this time, the expectation is that Phase 1 will be completed in summer/fall 2026, with procurement beginning in late January. The 2025 total spending may increase as more information becomes available from COB during their yearend preparation.
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. There may be additional expenses reported by COB which would be reflected in the audited financials for BPL. Outstanding funding is also 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 early 2026 on refining staff workspaces, additional furniture and some design work in the children's area. The funding for this category includes $75K of bequest funds approved for technology in the new branch.

Burlington Public Library
Other Fund Reporting
December 31, 2025

Description	2025 Opening Balance	2025 Funding	2025 Spending	Fund Balance
Unrestricted Operating Reserve Funds	$ 284,893	$ -	$ -	$ 284,893
Kids Learning Fund	$ 13,819	$ 21,096	$ 2,991	$ 31,924
Think Big for Burlington Fund	$ 1,603	$ 10,549	$ -	$ 12,152
Preserve Our History Fund	$ 6,903	$ -	$ -	$ 6,903
TOTAL OPERATING RESERVE FUND	$ 307,219	$ 31,645	$ 2,991	$ 335,873
BPL ENDOWMENT EARNINGS	$ 6,828	$ 5,040	$ 4,721	$ 7,146
SCHICK ENDOWMENT EARNINGS	$ -	$ 1,003	$ 1,003	$ -
McEWEN ENDOWMENT EARNINGS	$ 50,909	$ 17,792	$ 15,908	$ 52,793
BROADBENT ENDOWMENT EARNINGS	$ 18,242	$ 8,404	$ 13,136	$ 13,510
CLAY ENDOWMENT EARNINGS	$ 19,292	$ 4,007	$ -	$ 23,299
ISBISTER ESTATE FUND EARNINGS	$ 34,412	$ -	$ 4,911	$ 29,501
E&R BIRD FUND	$ 875	$ 1,373	$ 70	$ 2,178
COLLECTIONS DONATIONS	$ 1,525	$ 3,139	$ 2,122	$ 2,542
GENERAL DONATIONS	$ -	$ 10,549	$ -	$ 10,549
TOTAL OTHER FUNDS	$ 439,302	$ 82,952	$ 44,863	$ 477,391

Burlington Public Library
Capital Reporting Comments
December 31, 2025

Fund Name	Description	Comments
Operating Reserve Fund	To assist a sudden increase in expenses, one-time unbudgeted expenses, or unanticipated situations. Funds may be set aside by the Board to assist with anticipated circumstances where the impact is unknown. (e.g. Job Evaluation Project). This reserve fund earns interest annually.	The reserve fund balance includes Board-restricted funds for the Kids Learning Fund, Preserve Our History Fund, and Think Big for Burlington Fund. The 2025 budget does not include the use of any of the unrestricted balance of this reserve fund. The opening balance includes 2024 interest earned on the reserve fund.
Kids' Learning Fund	This fund supports literacy and STEAM programming, our children's collection, and upgrades to our children's areas.	Annually, with Board approval these donations will be moved to the Operating Reserve Fund where they will remain and accumulate until sufficient funding exists to implement a project in line with the fund(s) purpose.
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.	The Board approved the use of up to $3,000 from the Kid's Learning Fund to supplement Summer Reading Club spending. A total of $2990.88 was spent on this initiative. The Board has approved the use of $5K from the Kid's Learning Fund in support of the refresh of children's areas in each branch which will be used in early 2026.
BPL Permanent Endowment Fund	Established in 2008 to provide an ongoing source of revenue to support and enhance library services.	The funding received in 2024 was allocated to the preparation of the new strategic plan in 2025.
Wendy Schick Endowment Fund	Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.	Thus fund is used to assist with the cost of sending Librarians through the Public Library Leadership (PLL) program. For the 2025-2027 cohort, one BPL Librarian will be participating and a portion of the tuition fees will be covered with this funding.
Millicent McEwen Endowment Fund	Established in 2003 to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.	A portion of this funding may be used annually to support the collections budget as well as the purchase of other resources in line with the intent of the fund.
Mae Beatrice Broadbent Endowment Fund	Established in 2015 to be used for the purchase of Library accessible format collections.	A portion of this funding 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	For storage costs, incurred maintenance of, and eventual cost of public access to the Roly Bird memorabilia collection.	In 2023, the collection was digitized and posted. Future funding will benefit the ongoing physical/digital storage costs for the collection.
Collections Donations	Donations received with specific collection purposes identified.	These donations support donor-specific collection purchases and are typically received through the Pay It Forward or Honour With Books channels.
General Donations	Donations received with no specified use for the funds.	These donations support the general operations of BPL. In 2024, the Board approved the transfer of general donations to the Preserve Our History Fund, and a recommendation has been made in 2025 to transfer the balance to the Think Big for Burlington Fund.

Decision Items: Policy Review Report

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Recommendation

THAT the Burlington Public Library (BPL) Board approve the Accessibility Policy as revised, effective January 22, 2026.

THAT the Burlington Public Library Board approve the Health & Safety Policy as revised, effective January 22, 2026.

Purpose

This report outlines changes to the Accessibility Policy and the Health & Safety Policy, which has been reviewed and revised by BPL staff.

Background

The BPL Accessibility Policy was introduced in 2009 and last revised in 2022. Under the Accessibility for Ontarians with Disabilities Act (AODA) we are required to have a policy outlining how we will meet accessibility requirements. This policy complements BPL's Multi-Year Accessibility Plan and other operational accessibility documents. The revised a draft policy is attached as appendix a, the current policy is attached as appendix b.

Under the Occupational Health and Safety Act, BPL is required to have a Health and Safety policy outlining the roles and responsibilities of the employer and employees. Each year BPL is required to review the policy. To demonstrate the Library Boards commitment to Health and Safety, the policy reviewed annually and signed jointly by the Library Board and CEO. The revised policy with the edits identified is attached as appendix c.

Discussion

Accessibility Policy

This version of the policy does not include changes in standards or practices but does provide more explicit detail about how BPL will fulfill its accessibility mandate.

The revisions include specific reference to integration with the City of Burlington Corporate Accessibility Policy, membership on the City of Burlington Accessibility Advisory Committee, and application of universal design principles. Wherever possible, the revised policy references legislation or City policy that we align with to avoid potential inconsistencies caused by duplicating information.

Health & Safety Policy

There were only minor updates to the Health & Safety Policy this year. The title of the Ministry was updated to the current name and there were modest updates to the format to align with BPL's policy template. The content was reviewed to ensure ongoing alignment with OHSA legislation.

Strategic Implications

Clear policy on accessibility aligns with our value of inclusion and clarifies our commitment to providing library services to everyone in the community regardless of their ability. Our 2026-2027 Strategic Plan includes goals related to outreach and engagement with equity deserving groups, including people with disabilities. To reach our goal of increasing library use among people with disabilities we must be clear and consistent in our commitment to inclusive service.

The Health & Safety policy plays a key role in supporting the current strategic plan by ensuring a strong understanding of the fundamental role of workplace health and safety. This policy supports *Strategic Priority 3: Nurture a workforce culture driven by our organizational values.*

Equity, Diversity & Inclusion Considerations

The Accessibility Policy directly informs our Multi-Year Accessibility Plan and all planning and processes that must consider accessibility for our customers and staff. It aligns with the City of Burlington Corporate Accessibility Policy to enable a united approach to accessibility on shared projects.

The Health & Safety Policy along with the Joint Health & Safety Committee and BPL safe workplace program seek to not only meet OHSA requirement but support BPL's commitment to workplace safety. This intentional alignment brings an EDI lens to the policy, working with staff in all aspects of the workplace in a manner that prioritizes and affirms dignity, equity, diversity and inclusion.

Sustainability Considerations

BPL's accessibility and health and safety programs include climate change mitigation, adaptation and climate equity considerations. Decisions that are good for the climate are good for accessibility and employee health and safety. Minimizing resource use, focusing on products that minimize pollution, implementing universal design principles, sustainable supplies and materials purchasing and supporting customer and staff wellbeing are ongoing areas of focus.

Risk Management

Burlington Public Library prides itself on inclusive and accessible service so everyone can benefit from the value of the library. This drives our decision making; however we are also conscious of the financial and reputational risks of failing to uphold our commitment to accessibility. People with disabilities are entitled to an accessible, safe, and respectful experience and failure to provide that can harm those individuals and cause legal repercussions for the organization.

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

It is important that BPL policies align to BPL practice, policies set a clear direction for management and staff. As outlined in Ontario's *Occupational Health and Safety Act* (OHSA). employers are required to implement a written policy and review it annually.

Related Policy

- [Protection of Customer Privacy Policy](#)
- [Customer Experience Standards](#)
- [Equity, Diversity & Inclusion Policy](#)
- [General Human Resources Policy](#)

Report Author(s)

Respectfully submitted by Elise Copps, Director, Communications & Engagement and Lita Barrie, CEO.

- Date: January 22, 2026
- Amended Dates:
- Associated Documents:

Appendix A: Accessibility Policy

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Purpose

Burlington Public Library (BPL) provides all members of the community, including those with disabilities, equitable access to programs, resources, and services. This policy outlines our commitment to meet or exceed accessibility standards required by federal and provincial legislation, and the City of Burlington Corporate Accessibility Policy and Accessibility Design Standards.

Scope

This policy applies to all BPL operations and services—whether delivered in person, by phone, or online. It covers all employees, contractors, volunteers, and the Library Board, and extends to facilities, digital platforms, and materials under BPL's control. It complements, but does not supersede, the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), including the Customer Service Standard, and related regulations.

Definitions

For this policy, BPL defines these terms as follows:
Accessible Formats: May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Devices: An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting (examples include, walkers, magnifiers for reading, etc).

Barrier: A barrier is any policy, practice or procedure, or part of the built environment, that prevents someone from participating fully in library programs or services because of their disability.

Disability: As defined in the AODA, disability means:
a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and, without limiting the generality of the foregoing, including diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
b) A condition of mental impairment or developmental disability,
c) Learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,
d) Mental disorder, or
e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Reasonable Efforts: The Customer Service Standard requires organizations to make reasonable efforts to meet the needs of people with disabilities. BPL defines reasonable efforts as providing the best possible service within the context of available resources. This requires balancing the needs of people with disabilities with the needs of others who may encounter barriers to access, the needs of the community at large, the health and safety of BPL employees, contractors, and volunteers, the security of Library property, and existing laws and contracts.

Statement of Policy

BPL prioritizes accessibility in service planning and delivery, aiming to eliminate barriers through inclusive design. Where universal access is not feasible, BPL will collaborate with individuals to provide reasonable accommodations or alternatives. This commitment aligns with the AODA's principles of dignity, independence, integration, and

equal opportunity.

Policy Details

Library work prioritizes accessibility as an integrated part of planning and service delivery and maintains a set of accessibility principles to support this. Staff consider accessibility at all stages of a project, particularly when a service is being created or updated.

Community Engagement and Feedback

Burlington Public Library is a member of and actively consults with the City of Burlington Accessibility Advisory Committee and welcomes feedback from all community members. Customers may provide feedback about BPL services online, by phone, or in person. Comments regarding accessibility that cannot be addressed directly by staff will be reviewed by BPL's Accessibility Coordinator in a timely manner.

Multi-year Accessibility Plan

Burlington Public Library maintains a Multi-Year Accessibility Plan, outlining priorities and improvements. The Accessibility Coordinator oversees the plan and provides annual progress updates to the Library Board and the public.

Communication and Documents

BPL aims to communicate clearly and accessibly in print, digital, and verbal formats. This includes making every reasonable effort to communicate with people with disabilities in a manner that is appropriate to their needs.

BPL exceeds the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA criteria. All policy documents are available on the BPL website. Customers may request communication or documentation in alternate formats for accessibility purposes. BPL staff will provide the documentation at no cost to the customer in an efficient manner.

Design and Procurement

Universal design principles guide facility renovations, equipment purchases, and collection development. BPL follows municipal standards for accessibility in procurement and consults with disability organizations when designing new facilities.

Staff Training and Expertise

All BPL employees, contractors, and volunteers must complete training that meets or exceeds the requirements of the IASR Customer Service Standard. Training is provided during orientation and on an ongoing basis.

For projects that exceed BPL staff's accessibility knowledge or skills, staff will seek external support from a qualified advisor or contractor.

Service Disruptions

In the event of a service disruption, BPL will communicate with the public in multiple formats, providing all details required by the AODA. Staff will make every reasonable effort to resume affected services as quickly and safely as possible.

Assistive Supports

People with disabilities may be accompanied by a service animal or support person or use an assistive device during their visit to the library. Staff will follow all related laws and the City of Burlington Corporate Accessibility Policy to support these customers. This includes permitting a support person to attend events at no charge where an admission fee is applicable.

Customers with disabilities may grant a support person access to their BPL account and/or private account information (including library card number) by providing consent under the terms of BPL's Protection of Customer Privacy Policy. If a customer is unable to follow BPL's Customer Experience Standards independently, they may be required to have a support person with them when visiting branches. Before making a decision to require a support person, staff will consult with the person with a disability to understand their needs and create a plan that protects the health and safety of the individual, other customers, and staff.

Service animals are welcome in library branches provided they are always kept in control and do not impede others from using the library space. They should be readily identifiable as a service animal by a visual indicator such as a vest or harness and/or by providing documentation from a regulated health professional upon request.

BPL will maintain assistive devices, tools, and reading formats for public use based on community demand and availability.

- Effective Date:
- Motion #/Date:
- Projected Review Date:
- Amended Dates:
- Associated Documents:
  - o Accessibility for Ontarians with Disabilities Act
  - o AODA Integrated Accessibility Standards Regulation
  - o City of Burlington Corporate Accessibility Policy
  - o City of Burlington Accessibility Design Standards
  - o Web Content Accessibility Guidelines international standards
  - o Protection of Customer Privacy Policy
  - o Customer Experience Standards

Appendix B

Purpose and Scope:
Burlington Public Library is committed to providing all members of the community, including those with disabilities, with equitable access to all programs, resources, and services.

Statement of Policy:
BPL will comply with Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Accessibility Standards for Customer Service, and Integrated Accessibility Standards (IASR), to identify the way services will be provided in an accessible manner for people with disabilities.

In simple terms, accessibility means providing all people the opportunity to participate fully, regardless of their ability. Based on that core idea, BPL will make every reasonable effort to ensure that services, programs, resources, and spaces are accessible.

Definitions:

"Accessible Formats":
May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

"Assistive Devices":
An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting (examples include, walkers, magnifiers for reading, etc…).

"Barrier":
A barrier is any policy, practice or procedure, or part of the built environment, that prevents someone with a disability from participating fully in library programs or services because of their disability.

"Disability":
As defined in the AODA, disability means:
a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and, without limiting the generality of the foregoing, including diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
b) A condition of mental impairment or developmental disability,

c) Learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,
d) Mental disorder, or
e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997;* ("handicap").

"Reasonable Efforts":
The Customer Service Standard requires organizations to make reasonable efforts to meet the needs of people with disabilities. The Library defines reasonable efforts as providing the best possible service within the context of: available resources, balancing the needs of people with disabilities with others who may encounter barriers to access and with the community at large, the health and safety of Library staff and volunteers, the security of Library property and existing laws and contracts.

Accessibility Plans
Burlington Public Library will assign a Staff Accessibility Coordinator to develop, monitor, and report on the library's accessibility plan and its implementation to ensure compliance with AODA standards. An Accessibility Advisory Committee of informed staff members will update colleagues of best practices and changes to legislation affecting the library.

The library will make available to associated parties an information piece on the provision of customer service for people with disabilities and the library's accessibility policy and practices.

Communication
We will make every reasonable effort to communicate with people with disabilities in a manner that is appropriate to the person with a disability. Training will be provided to service staff on how to interact and communicate with our diverse user community and persons with various types of disabilities.

Policy documents will be available on the Library's website. Policy documents will be provided, consistent with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, the Ontario Regulation 429/07 and Ontario Regulation 191-11.

Assistive Devices
We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Library services. We will ensure that staff are trained in the use of the various assistive devices that may be used by customers with disabilities while accessing materials or services.

Use of Service Animals
We are committed to welcoming people with disabilities who are accompanied by a service animal. If it is not readily apparent that the animal is a service animal, Library employees may ask if an animal is a service animal and whether documentation of the

animal's status is available. If documentation is not immediately available, the person and the animal, normally, will be allowed access to the library for the current visit and asked to bring documentation for future visits. We will ensure that staff are trained in how to interact with persons with disabilities who are accompanied by a service animal. Service animals are generally dogs but do include other animals. It is the responsibility of the person with a disability to ensure that his or her service animal does not disrupt others' enjoyment of the library space. In the event a staff member or another customer is allergic to animals, alternative arrangements will be negotiated.

Support Persons

Support persons, who assist a person with a disability are welcome in the Library to help with communication, mobility, medical need or other reason to facilitate use of the Library.

A support person, when assisting a person with a disability to use Library services, will be permitted to attend programs at no charge where an admission fee is applicable. Persons with disabilities may provide their library card or its duplicate fob to a support person for use by the support person on their behalf. When communicating personal or private information in the presence of the support worker, staff are required to get consent from the person with a disability.

The Library may require a person with a disability to be accompanied by a support person when on the premises. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

Design of Public Spaces

Burlington Public Library will incorporate accessibility features when designing, procuring, or acquiring equipment and spaces. The Library will consult with individuals and organizations representing persons with disabilities when designing public spaces.

Notice of Temporary Service Disruption

Burlington Public Library will make reasonable effort to provide customers with notice in the event of planned or unplanned disruption of services used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Any service disruption signage and/or printed notices will follow accessible format: they will be clearly laid out, of sufficient size and easily readable. The signs and printed notices will be displayed prominently in the library.

Emergency Information

Burlington Public Library will provide publicly available emergency information in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

Training

Burlington Public Library will provide training as required by the Accessibility Standards for Customer Service to employees, volunteers and others who provide library service or are involved in the development and approval of customer service policies, practices, and procedures. Training content and format will be designed according to the level of interaction with customers. Training will be provided as part of orientation training for new employees and on a continuing basis as required. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08).
- Information about the Library's policies, procedures, and guidelines pertaining to the provision of Library services to users with disabilities.
- How to interact and communicate with persons with various types of disabilities.
- What to do if a person with a disability is having difficulty in accessing services or resources.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use the equipment or devices available at each branch that may help with the provision of Library services to persons with disabilities.

Feedback Process

Comments on the provision of Library services are welcome and appreciated. Feedback about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. Feedback will be reviewed by the Accessibility Coordinator.

Appendices
• Appendix 1: References

Appendix 1: References
• Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11:
https://www.ontario.ca/laws/statute/05a11
• O. Reg. 429/7: Accessibility Standards for Customer Service:
https://www.ontario.ca/laws/regulation/070429
• O.Reg.191/11: Integrated Accessibility Standards (IASR):
https://www.ontario.ca/laws/regulation/r11191
• Toronto Public Library Accessibility for Persons with Disabilities Policy:
https://www.torontopubliclibrary.ca/terms-of-use/library-policies/accessibility-people-disabilities.jsp
• Kitchener Public Library Accessibility Policy:
https://www.kpl.org/your-library/accessibility/accessibilitypolicy.pdf
• Hamilton Public Library Accessibility for Individuals with a Disability Policy:

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https://www.hpl.ca/articles/accessibility-individuals-disability

Effective Date: Dec. 2009	Projected Review Date: 2025
Motion #/Date: #9-85, Dec. 17, 2009	Amended Dates: #18-39 April 19, 2018 #22-71, Nov. 24, 2022
Associated Procedures: Human Rights and Respectful Workplace Policy	

Appendix C: Health & Safety Policy

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Purpose

The Burlington Public Library Board is committed to providing a safe working environment. Burlington Public Library (BPL) acknowledges it has a statutory duty to take all reasonable precautions to protect employees, contractors, volunteers, and all other individuals' onsite. BPL will make every effort to provide a safe and healthy work environment for all staff. Active participation and prevention at all levels will help ensure accidents are avoided. Supervisors and workers must refrain from any actions or activities that could jeopardize the health and safety of others and must work to reduce the risk of injury.

BPL is committed to promoting a safe and healthy workplace for all employees, contractors, volunteers, and visitors. In pursuit of our commitment, we will develop, implement, and enforce policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our employees and strive to safeguard the workplace from injury and malfeasance through negligence.

Scope

This policy applies to all BPL employees, contractors, volunteers, and the Library Board.

Policy Statement

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment. BPL will act in compliance with all applicable workplace health and safety legislation.

Communication

BPL encourages open communication on health and safety issues. Open communication is essential to providing an accident-free and productive work environment.

- Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.
- Health and safety comments will be reviewed by Human Resources. The Manager of Human Resources will initiate an investigation on each reported or potential hazard.
- Employees should inform their supervisor or human resources of any matter they perceive to be an actual or potential workplace hazard.

Policy Details

Roles and responsibilities

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Safety is everybody's responsibility as identified in the following.

Burlington Public Library

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BPL has the primary responsibility to establish and maintain a safe work environment as defined in this Policy. Employer responsibilities include:

- Supply an effective strategy to manage the occupational health and safety concerns of the organization.
- Allocate and govern resources properly to achieve the health and safety requirements of employees, and that policies comply with the BPL's legal obligations.
- Foster a workplace culture of safety with appropriate leadership.
- Review policies annually for compliance and efficiency and revise where necessary.

- Provide all relevant parties with a copy of all orders or reports issued to the employer by a Ministry of Labour, Immigration, Training and Skills Development inspector and inform the committee of any work-related incidents involving injury, death, or occupational illness.

Manager/Supervisor

All staff responsible for supervision have an essential role in maintaining a safe work environment and in preventing workplace accidents and injuries. Their primary responsibilities with respect to workplace health & safety are:

- Help develop, implement, and enforce BPL policies and procedures.
- Continually promote health and safety awareness with instruction, information, training, and supervision to ensure the safe performance of employees.
- Use the process of hazard identification, risk management, and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Be accountable for the health and safety of employees under their supervision.
- Ensure that tools and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.

Human Resources

The responsibilities of Human Resources include to:
- Liaise with government agencies to ensure workplace health and safety compliance.
- Advise management on safety and health policy issues.
- Coordinate health and safety inspections and follow up to ensure the completion of necessary corrective actions.
- Develop best practices that support a strong health and safety program.
- Design and develop accident and incident reports and investigation procedures.
- Maintain an up-to-date knowledge of applicable health and safety regulations as mandated locally, provincially, or federally.
- Design and develop BPL policies and procedures related to workplace safety and health issues.

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All Employees and Others

All employees are part of creating a safe workplace. Their primary responsibilities with respect to workplace health & safety are:

- Comply with occupational health and safety policies and procedures.
- Notify managers of any health and safety concerns, so they may be dealt with promptly.
- Protect their own health and safety by working in compliance with the law, safe work practices, and procedures established by the organization.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their manager or human resources.
- Complete required occupational health and safety training.
- Perform duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Report any incident, injury, or hazard as outlined in BPL procedures.
- Report any acts of violence or harassment in the workplace.
- Promote a hazard-free workplace.
- Learn the posted emergency plan detailing the facility's procedures pertaining to fire, weather, or medical emergency.

Joint Health and Safety Committee

The Joint Health and Safety Committee works together to identify and recommend solutions to health and safety issues within the BPL. The committee also provides the following;

- Commit to improving health and safety conditions in the workplace.
- Stimulate and raise awareness of health and safety issues in the workplace.
- Recognize and identify workplace risks and hazards.
- Develop recommendations to address risks and hazards.
- Conduct regular workplace inspections and make written recommendations.
- Develop and implement accident prevention and health and safety programs.
- Listen to employee complaints, concerns, and suggestions.
- Participate in health and safety inquiries and investigations.
- Advise on health and safety matters, such as personal protective equipment.
- Maintain accurate and detailed records of near misses, accidents, and injuries.

- Promote and monitor compliance with health and safety regulations.
- Monitor the effectiveness of existing health and safety programs and policies and assist with the implementation of improvements.
- Attend regular committee meetings.

Constructors

Constructor means a person who undertakes a project for BPL and includes an owner who undertakes all or part of a project by themself or by more than one employee.

Constructors have the same general duties as employers. Constructors have a duty to ensure that all contractors and subcontractors on a project comply with the Act, and that the health and safety of all workers on the project is protected.

Where so prescribed, constructors must also provide written notice to a director of the Ministry of Labour, Immigration, Training and Skills Development when a project begins.

Reporting Structures

Any concerns or near misses should be reported to the health and safety committee or representative and the appropriate manager. Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

Consequences of non-compliance

Employees who fail to meet their obligations concerning health and safety, may result in disciplinary action up to and including termination of employment.

Legislation

In the event that any portion of this Policy is inconsistent with relevant federal or provincial legislation, that portion and only that portion of the Policy shall have no application to the extent of that inconsistency. All other portions of the Policy shall continue in full force and effect.

Date:
- Amended Dates:

- Associated Documents: