

## BPL Library Board

### Agenda

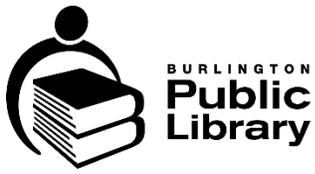
Thursday, February 26, 2026

Frank Rose Room, Central Branch, 6:30 p.m.

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

A light dinner will be served at 6:00 p.m.

1. Call to Order
2. Approval of the Agenda
3. Welcome and Intent for Gathering
4. Declarations of Interest
5. Presentations:
  - Board Development: Halton Information Providers
  - Board Development: National Social Impact Study
6. Consent Items
  - 6.1 Open Minutes of January 22, 2026
  - 6.2 CEO Report
  - 6.3 2025 Requests for Reconsideration Report
  - 6.4 Halton Information Service Providers Report



7. Decision Items - None

8. Discussion Items - None

9. Information Items – None

10. Closed Session – None

11. Other Business - None

12. Next Meeting:

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



## BPL Board Minutes | January 22, 2026

### Attendance

Board: Jason Manayathu, Jennifer Tarnawski, Lindsay Zalot, Ashley Cameron (via Zoom)

Staff: Lita Barrie, Nicole Tewkesbury, Elise Copps, Cindy Tchorz

Regrets: Akindayomi Odedeyi, Shayne Lemieux, Councillor Lisa Kearns

### Minutes

A meeting of the Board was held on Thursday, January 22, 2026, at the Central Branch.

#### 1. Call to Order

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

#### 2. Approval of the Agenda

Jason Manayathu, Board Chair removed agenda item 5.3 Board Self Evaluation, and agenda item 5.5 Multi-Year Accessibility Report for a brief discussion.

The agenda was approved as amended.

#### **Motion 26-01, Approval of the Agenda**

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

**CARRIED.**

Elise Copps provided the Library Board with a revised 2025 Performance Measures report.



### 3. Welcome and Intent for Gathering

### 4. Declarations of Interest – None

### 5. Consent Items:

#### 5.3 Board Self-Evaluation

Library staff addressed some of the Board’s concerns of the results from the survey.

#### 5.5 Multi-Year Accessibility Report

Library staff addressed concerns and questions as discussed by the Library Board.

#### **Motion 26-02, Board Self-Evaluation and Multi-Year Accessibility Report**

**MOVED by Jennifer Tarnawski, SECONDED by Lindsay Zalot, that Board Self-Evaluation and the Multi-Year Accessibility Report dated January 22, 2026 will be adopted as recommended.**

**CARRIED.**

5.1. Open Minutes of November 27, 2025

5.2. CEO Report

5.3. Q4 2025 Metrics Report

5.4. Cleaning RFP

#### **Motion 26-03, Consent Agenda Items**

**MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that all items listed under the heading of Consent Items for the Library Board meeting dated January 22, 2026 will be adopted as recommended.**

**CARRIED.**

### 6. Decision Items

6.1. Q4 2025 Financial Statements

#### **Motion 26-04, Q4 2025 Financial Statements**

**MOVED by Jennifer Tarnawski, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the 4<sup>th</sup> Quarter Operating, Capital, and Other Funds Financial Statements for the period ending December 31, 2025.**



**CARRIED.**

**Motion 26-05, Q4 2025 Financial Statements**

**MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public 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**

**CARRIED.**

**Motion 26-06, Q4 2025 Financial Statements**

**MOVED by Lindsay Zalot, SECONDED by Ashley Cameron, that the Library Board allocate any interest earned on the capital reserve fund in 2025 to the Central Infrastructure Project, Phase 2.**

**CARRIED.**

**Motion 26-07, Q4 2025 Financial Statements**

**MOVED by Jennifer Tarnawski, SECONDED by Lindsay Zalot, 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 collection.**

**CARRIED.**

**6.2. Policy Review:**

- 6.2.1. Annual Health & Safety Policy
- 6.2.2. Accessibility Policy

**Motion 26-08, Policy Review, Health & Safety Policy**

**MOVED by Jennifer Tarnawski, SECONDED by Ashley Cameron, that the Burlington Public Library Board approves the Health & Safety Policy as revised, effective January 22, 2026.**

**CARRIED.**

**Motion 26-09, Policy Review, Accessibility Policy**



**MOVED by Lindsay Zalot, SECONDED by Ashley Cameron, that the Burlington Public Library Board approves the Accessibility Policy as revised, effective January 22, 2026.**

**CARRIED.**

7. Discussion Items – None

8. Information Items – None

9. Closed Session - None

10. Other Business - None

The meeting is adjourned at 7:43 p.m. Motion by Lindsay Zalot.

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Chair

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Secretary-Treasurer

## Next Meeting

Thursday, February 26, 2026, Frank Rose Room, Central Branch

## 6. Consent Items: 6.2 CEO Report - February Update

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Nurture a workforce culture driven by our organizational values.....	4

### Purpose

The CEO report for February 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.



## Canadian Urban Libraries Council National Social Impact Study

On January 30, the Canadian Urban Libraries Council (CULC/CBUC) released a first-of-its-kind National Social Impact Study on urban public libraries in Canada. The study explores the role public libraries play in community life and social wellbeing by drawing on data and lived experience from more than 18,000 respondents across 26 Canadian urban public library systems.

BPL was one of the 26 CULC member libraries who participated in the National survey to support this study. This project was based on work completed by TPL in 2023 to understand our social impact as public libraries. The aim is to enhance understanding of libraries' social impact among communities and government stakeholders. The full report is posted [here](#) on the CULC website.



## Black History Month

Throughout the month of February, BPL recognizes and honours the history, heritage, and important contributions of Black Canadians and the Black community. BPL is offering [programs for all ages, engaging booklists](#), and displays at all our branches.



## Valentine's Day at BPL

February is bringing extra love to the library with special programs, reading suggestions, and surprises for all. From February 1–14, customers were invited to try Blind Date with a Book—choosing a wrapped book based on a brief description. Free Valentine's Day cards were shared while supplies lasted. Kids can enjoy drop-in scavenger hunts and coloring activities all month long.

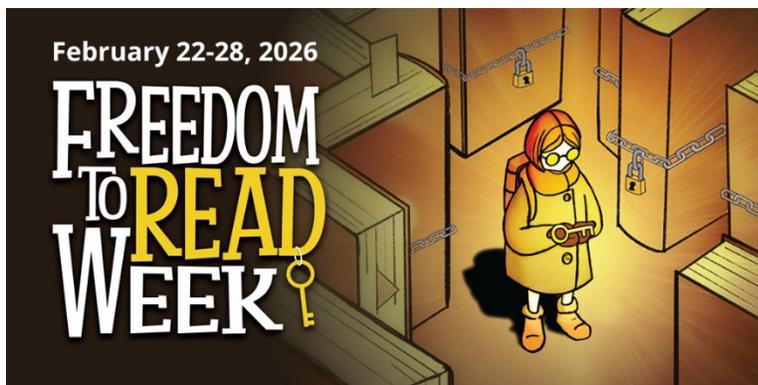
## Drop-In Services – Achev Stronger Together

Achev began offering free drop-in counselling at the Central branch Community Office every other Monday from 9 am–1 pm as of February 23. The service is open to anyone needing mental health support, especially individuals experiencing gender-based (GBV) or intimate partner violence (IPV). Support includes:

- Emotional wellbeing and stress management
- Safety planning for those facing GBV or IPV
- Referrals to further counselling and community resources
- Client care packages

Stronger Together offers confidential, trauma-informed support and financial literacy resources to help prevent and address gender-based violence.

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



## Freedom to Read Week

February 22 to February 28, BPL will be recognizing [Freedom to Read Week](#). Library organizations are joining forces to amplify the week and the importance of intellectual

freedom. Thousands of books are challenged around the world every year for political, legal, religious, or moral reasons. Increasingly, we are seeing books removed from schools or libraries because some people consider them inappropriate.

As a library, intellectual freedom is one of BPL's core values. We believe that providing a wide range of materials for people to read and learn from is key to democracy.



## Battle of the Books

[Battle of the Books](#) helps boost children's literacy skills, excites them about reading, and introduces them to new books and authors. It also helps build essential life skills such as good sportsmanship, fair play, and cooperation. 2026 tournament registration closed on February 14. Burlington schools form teams, who will compete for the title of BPL Battle of the Books champions in April. Whether teams win or lose, BPL aims to make sure all participants have a fun and positive experience.

Nurture a workforce culture driven by our organizational values.



## Ontario Library Association Super Conference

In January, a number of BPL staff and Board members attended the 2026 Ontario Library Association (OLA) Super Conference. Sessions covered a wide range of topics. BPL staff facilitated two sessions: From Information Chaos to Communications Clarity: Leveraging Existing Tech Tools to Build Effective Organizational Collaboration and the Hidden Work of Caring: Emotional Labour in Public Libraries. As always, the sessions



were a showcase of the incredible breath of work happening in public, school, and academic libraries in Ontario and across the country.

BPL CEO Lita Barrie is the 2026 OLA President. In 2026, OLA is celebrating its 125<sup>th</sup> anniversary. For more than a century, OLA has been the steadfast champion of libraries and the communities they serve. OLA provides education, research, and collaboration opportunities to its members.

## Emotions Matter Phase 2 Report

On February 19, the [Emotions Matter Study Report 2: Emotional Resilience in Libraries – Tools for the Modern Workplace](#) was published. This second phase research report draws on surveys from 17 Canadian library systems, highlighting how emotional labour manifests in public libraries—including workplace “display rules” (guidelines for showing positive emotions and holding back negative ones), as well as emotion regulation methods like deep acting, surface acting, and authentic emotional expression.

Created for both the participating library systems and the wider Canadian public library sector, the report received support from ARMS and the McMaster Community Research Platform (CRP). The project was led by Dr. Diana Singh (Principal Investigator and Executive Director, ARMS), Leora Sas van der Linden (Program Manager, CRP), Lita Barrie (CEO, Burlington Public Library), Paul Takala (CEO & Chief Librarian, Hamilton Public Library), and Dr. Nicole Dalmer (Associate Professor, Department of Health, Aging, and Society).

## Policies and Procedures

Our policies and procedures guide our everyday operations and help us make decisions that support our values. On this page, you'll find customer experience procedures, as well as BPL board-approved policies, operational policies, and legislative policies.

### Procedures



**Customer Service**  
Service-related procedures including lost and found, notices and more



**Emergency**  
Procedures for emergency situations in branches



**Materials Handling**  
Shelf checks, book drops, merchandising and more



**Borrowing & Collections**  
Borrowing-related procedures such as Lucky Express



**Transactions & Billing**  
Procedures for the cash register, donations, billed items and more



**FreshDesk**  
Procedures for FreshDesk agents and frequently asked questions

**What's New?** See all

+ Add -



**Lapsed User Campaign 2026**  
Back again for 2026 is our Lapse...  
Cody Vanderlot 3 days ago



**Collection Connection - January 2026**  
Hi everyone. Happy 2026 from...  
Cody Vanderlot January 6



**Customer & Digital Technology Associate – Full...**  
Whenever we have a job openin...  
Meg Uttangi Matsas November 27, 2022



**Bridge Technology Surveys – Nov 17 to 23**  
We will be running both staff an...  
Meg Uttangi Matsas November 17, 2022



**Urgent Absence Coverage Pilot**  
This month, we have seen...  
Meg Uttangi Matsas November 10, 2022

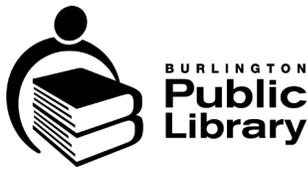
## Intranet Refresh

'Blip' is BPL's SharePoint intranet for staff, providing access to news and key documents like policies, procedures, templates, and guidelines. Over the past 18 months, staff have worked on upgrades as part of a long-term internal communication project.

Key updates include improved structure and navigation, with new display pages modeled after BPL's website and feature boxes linking to key documents and folders, each with clear descriptions for easier access. Next steps include enhancing the search function and updating the Board's intranet site to match this model by January 2027.

## Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer



# Consent Items: 6.3 2025 Request for Reconsideration Report

## Recommendation

That the Burlington Public Library Board receive this report for information.

## Background

BPL’s Collection Development Policy, approved by the Library Board in March 2024, “recognizes the right of any individual or group to reject library material for personal use but does not grant any individual or group the right to restrict the freedom of others to make use of that same material.” If a BPL cardholder objects to materials located in the collection they may be asked to complete a formal written request for reconsideration of materials. Library staff review the request and make decisions in accordance with the Collection Development Policy.

The Collection Development Policy also states that an annual report on challenges to Library materials is provided to the Library Board. This report lists each item that was challenged in 2025 and is being presented during Freedom to Read Week to emphasize the board’s role in upholding intellectual freedom.

## Discussion

BPL received one formal request for reconsideration in 2025:

<b>Date</b>	<b>Title</b>	<b>Creator</b>	<b>Collection</b>	<b>Objection/Challenge</b>	<b>Decision</b>
Dec 2025	My Little Pony: Volume 3 Cookies, Conundrums and Crafts	Gilly, Casey	Children’s Graphic Novel	Objectionable Content	Retained



Typically, BPL has been receiving 1-3 formal requests for reconsideration annually. In 2023, that number increased to 4 formally submitted requests. Though not a huge volume, the increase was on trend with what Canadian libraries have been experiencing. In addition, the library responds to general comments and feedback that do not reach the formal request and review process. Library staff respond to these through the existing customer feedback process.

The reduction in formal requests for 2024 and 2025, coincides with system-wide intellectual freedom training that was provided to all BPL staff. The training empowered staff to engage in conversations with customers about intellectual freedom and respond to questions about BPL's collections and programs using a clear process. This may have resulted in customer questions being answered before leading to a formal request being submitted. In 2024, BPL implemented an additional requirement for submitting formal requests – the inclusion of a BPL card number. This measure ensures that only eligible BPL customers can participate in the process.

Additionally, BPL has committed to submitting a record of intellectual freedom challenges to the CFE-CFLA/FCAB Canadian Library Challenges Database. The database provides access to challenges libraries have faced to items in their collection, as well as displays, programs, room usage, and computer access. For each challenge, the database provides information about the challenge, including the item, the nature of the objection, and the requested remedy; (where available) the record of the review of the challenged item undertaken by the library; and the library's response.

The database helps to raise awareness, support advocacy, and assist libraries in handling challenges. Libraries are encouraged to report not just formal reconsideration requests but also other notable challenges. BPL submits any challenge received in writing, whether electronically or in print, that seeks to restrict access – such as removal, cancellation, or restricting the audience. For 2025, BPL will add three additional entries that were not formal reconsideration requests, resulting in a total of four submissions.

## Financial Considerations

Staff time is the primary resource required to review and respond to requests for reconsideration. Library staff track and monitor time spent on challenges and streamline processes when appropriate.



## Strategic Implications

This initiative aligns with the current strategic plan under Priority 2: Inspire discovery with collections, services, and spaces that reflect our evolving community.

## Equity, Diversity, and Inclusion Considerations

The responsibility to uphold intellectual freedom comes with a complementary responsibility to ensure perspectives that have been traditionally marginalized or excluded are equitably presented in the Library's collections, programs and resources.

## Sustainability Considerations

BPL's Sustainability Plan includes climate change mitigation, adaptation and climate equity considerations. The Request for Reconsideration process recognizes that the use of Library resources supports a circular economy. Any decisions made can also impact the library's ability to minimize resource use and waste.

## Risk Management

Consistent practices and transparent public communication regarding challenges assists in clarifying the values and legal obligations of the Library and may reduce risks to the organization.

## Policy

The Request for Reconsideration process is outlined in BPL's Collection Development Policy and aligns with BPL's Intellectual Freedom Policy.

## Report Authors

Respectfully submitted: Lita Barrie, CEO and Meg Uttangi Matsos, Director, Service Design & Innovation.



## 6. Consent Items: 6.4 Halton Information Service Providers Report

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### Recommendation

THAT the Halton Information Providers report be received for information.

### Purpose

This report provides the Board with an overview of the Halton Information Providers joint venture, how the work relates to Halton Region, and updates on strategic initiatives. Additional background information will be presented at the Board meeting during the Board development presentation.

### Background

Halton Information Providers (HIP) is a joint venture that manages the Halton Community Services Directory (HCSD), the authoritative source for community service information in the Halton Region. HIP operates as shared community resource,



connecting residents and frontline workers to approximately 3,300 active service records. Established to reduce duplication and improve service access and navigation, HIP is a collaboration between five core partners:

- Oakville Public Library (Lead Partner)
- Burlington Public Library
- Milton Public Library
- Halton Hills Public Library
- Halton Resource Connection

HIP strives to ensure service records are accurate, standardized, and regularly updated by certified Information Referral specialists. HIP supports Halton's community services ecosystem, connecting people to help, supporting frontline workers and primary care providers, and strengthening the Region's ability to plan and respond to community needs. This data powers essential regional systems, including Access Halton, emergency response, and provincial services like Ontario 211. By maintaining a single authoritative source of community services information, HIP:

- Eliminates duplication across regional systems
- Reduces staff time spent maintaining separate lists
- Improves referral accuracy and service coordination

## Discussion

Systemwide usage for Halton Community Services Directory (HCSD) has seen a decline over the last several years, reflecting broader shifts in digital behaviour and the growing impact of AI-enabled search.

In response to the shifting digital landscape, a comprehensive Service Review and 2026–2028 Strategic Plan were completed in 2025, confirming HIP's value while identifying the need to transition toward a service model that emphasizes partner integration, user navigation, and operational sustainability. The new Strategic Plan focuses on:

- **Market Alignment:** Embedding HCSD data directly into partner systems rather than relying solely on website traffic; clarifying HIP's scope of service to maximize value for community agencies and users.
- **Technology Sustainability:** Developing a clear technology roadmap to provide service continuity and become adaptable for the future through the evaluation of

technology options with migration considerations. Migrating away from the aging CIOC platform before 2030.

- **Financial Stability:** Building a financial sustainability model which reduces HIP’s reliance on a single funding source and strengthens the joint venture’s commitment, ensuring HCSD remains a reliable resource over time.

**Usage Trends Details (2025 Year-End)**

HCSD usage dropped in 2025, with total Halton sessions falling 20% from 2024. All municipalities saw similar declines (17–24%), and external sessions decreased by over 12%, showing a widespread reduction. Unique visitors fell 7%, but overall sessions declined faster at 20%, meaning fewer sessions per visitor. Residents still use HCSD but engage less often, reflecting digital trends where users find targeted information more efficiently.

HIP Usage by Municipality	2023	2024	2025	2023-2025 (% Change)	2024-2025 (% Change)
	Q4 YTD	Q4 YTD	Q4 YTD	Q4 YTD	Q4 YTD
<b>Oakville</b>	79,432	75,174	60,562	-24%	-19%
<b>Burlington</b>	57,017	55,376	45,720	-20%	-17%
<b>Halton Hills</b>	23,271	24,468	20,013	-14%	-18%
<b>Milton</b>	35,311	36,987	28,070	-21%	-24%
<b>Undisclosed/Other Locations</b>	413,323	346,995	304,284	-26%	-12%
<b>Total Halton Sessions</b>	195,031	192,005	154,365	-21%	-20%
<b>Unique Visitors</b>	476,998	429,000	399,178	-16%	-7%
<b>All Database Sessions</b>	608,354	539,000	458,649	-25%	-15%
<b>Sessions Per Unique Visitor</b>	1.3	1.3	1.2	-8%	-8%

Oakville Public Library is actively working with the Halton Region to explore opportunities to increase annual funding support. The service directly aligns with regional priorities, including:

- **Health and Well-Being Plan:** Connecting individuals to healthcare, mental health services, and social supports.

- **Community Safety:** Collaborating with partners like Halton Regional Police Service and crisis response teams to divert non-emergency calls and link people to appropriate help.
- **Housing and Homelessness:** Updating shelter and housing resources for regional initiatives.
- **Equity and Inclusion:** Providing tailored portals for youth, seniors, parents, and newcomers, ensuring diverse populations can access relevant resources.

## Financial Considerations

Oakville Public Library has been working with Halton Region staff to bring forward a report to the Region to request an increase to funding. At present, Halton Region provides \$52,500 annually.

BPL contributes to HIP through in-kind staff support. The Information Burlington Coordinator maintains over 700 database records ensuring the data meets established standards. In addition to supporting the HCSD, this role coordinate's BPL's Drop-in Support Services and Information Burlington information referral support. Approximately 20% of the Manager of Outreach and Inclusion's time is committed to supporting Information Burlington and this joint venture.

## Strategic Implications

This work aligns with Strategy Priority 1: Enhance community well-being by helping people feel connected, accepted, and empowered to achieve their goals. Under this priority, BPL's contribution to HIP supports these objectives:

- **1.2.1** Support local businesses and organizations to succeed and contribute to the Burlington community
- **1.2.2** Help people discover local events, services, and civic engagement opportunities
- **1.3.2** Strengthen resource-sharing collaborations with support service organizations (e.g. job search, housing, Indigenous resources, newcomer settlement) to expand the scope and reach of these services



## Equity, Diversity & Inclusion Considerations

HIP advances BPL's goals for equity, diversity, and inclusion. Database records help provide access to resources for equity-seeking communities. HIP provides tailored portals for youth, seniors, parents, and newcomers, ensuring diverse populations can access relevant resources. Grant initiatives, including the Halton Newcomer InfoPods, strive to reduce barriers to access.

## Sustainability Considerations

The HCSB includes records for community groups seeking to advance environmental sustainability.

Under the HIP Strategic Plan, improving market alignment will be key to reducing resource waste that results from duplication of work and difficulty accessing and navigating reliable information.

## Risk Management

HIP's three priorities tackle key HCSD risks: clarifying value, strengthening technology, and confirming financial stability. This is a crucial moment to modernize HIP, so Halton's public libraries can keep providing Burlington and Halton residents and service providers with reliable information about community resources.

The current digital landscape poses considerable risks to equitable, reliable, and localized access to information. Addressing the HIP's strategic priorities will safeguard a community resource that mitigates the impacts of misinformation, overreliance on AI search, and a monopolistic technology economy.

## Related Policy

There is no relevant policy

**Respectfully submitted by:** Lita Barrie, CEO and Elise Copps, Director of Communications & Community Engagement.