

BPL Library Board

Agenda

Thursday, October 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. Presentations:
 - Board Development: Social Health & Connection
6. Consent Items
 - 6.1 Open Minutes of September 24, 2026
 - 6.2 CEO Report
 - 6.3 Q3 Metrics Report
 - 6.4 Advocacy Report

7. Decision Items

7.1 Q3 Financial Statements

7.2 Board By-Law

7.3 Board Succession

7.4 Policy Review:

7.4.1 Library Services Policy – Spaces

7.4.2 Library Service Policy – Staff Expertise

8. Discussion Items - None

9. Information Items - None

10. Closed Session

10.1. Closed Minutes of September 24, 2026

11. Approval of Motions from Closed Session

12. Other Business

13. Next Meeting:

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

BPL Board Minutes | September 24, 2026

Attendance

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

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

Regrets: Jason Manayathu, Councillor Lisa Kearns, Shayne Lemieux

Minutes

A meeting of the Board was held on Thursday, September 24, 2026, in the Frank Rose Room at Central Branch.

1. Call to Order

Ashley Cameron, Library Board Vice Chair, called the meeting to order at 6:31 p.m.

2. Approval of the Agenda

Add Closed Session item 10.3 Real Estate Update

The agenda was approved as amended.

Motion 26-41, Approval of the Agenda

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

CARRIED.

3. Welcome and Intent for Gathering

4. Declarations of Interest - None

5. Presentations – None

6. Consent Items:

6.1 Open Minutes of June 25, 2026

- 6.2 Open Minutes of September 10, 2026
- 6.3 CEO Report
- 6.4 2027 Library Board Meeting Schedule
- 6.5 Q2 Metrics
 - 6.5.1 HR Data Report
 - 6.5.2 Strategic Performance Measures Report
- 6.6 Endowment Fund Statements

Motion 26-42, Consent Agenda Items

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that all items listed under the heading of Consent Items for the Library Board meeting dated September 24, 2026, will be adopted as recommended.

CARRIED.

7. Decision Items

7.1. Q2 Financial Statements

Nicole Tewkesbury, Director of Finance & Infrastructure, provided an overview of the Q2 Financial Statements

Motion 26-43, Q2 Financial Statements

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi, that the Burlington Public Library Board approve the 2nd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending June 30, 2026.

CARRIED

Motion 26-44, Allocation of Funds from The Kids Learning Fund

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Library Board approve the allocation of \$1,000 from the Kids Learning Fund to support teen outreach and engagement.

CARRIED.

7.2. Annual Library Closures for 2027

Library staff requested Board approval for additional closures due to Christmas and New Year's Day falling on a weekend.

Motion 26-45, Annual Library Closures for 2027

MOVED by Akindayomi Odedeyi, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approves the attached proposed 2027 Open/Closed Library Schedule.

CARRIED.

7.3. Policy Review:

7.3.1. Corporate Accountability Policy

7.3.2. Collections & Resources Policy

Motion 26-46, Corporate Accountability Policy

MOVED by Jennifer Tarnawski, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approves the Corporate Accountability Policy effective October 15, 2026, as presented.

CARRIED.

Motion 26-47, Collections & Resources Policy

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approve the Collections and Resources Policy effective October 15, 2026, as presented.

CARRIED.

Motion 26-48, Rescindment of Board Policies

MOVED by Lindsay Zalot, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board rescind the:

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

CARRIED.

8. Discussion Items

8.1. 2026 Customer Satisfaction Survey Report

Elise Copps, Director of Communication & Engagement presented the survey results.

8.2. Board Succession Plan Update

Lita Barrie is awaiting the city's timeline for the local boards application process. Board open houses are scheduled for October 29, and November 12 virtually, and November 5 at Central Branch. Lita will circulate the presentation and asked available Board members to notify Cindy if they can attend. A draft transition brief, incorporating themes from the 2022 version, Board accomplishments, and priorities for the incoming City Council, will be presented in October for discussion and come back to the Board in November for approval.

8.3. Board Bylaw

Library staff presented proposed Board Bylaw edits for review, with approval scheduled for the October meeting.

9. Information Items - None

10. Closed Session

Motion 26-49, Motion to move into Closed Session

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

CARRIED.

The Library Board moved into Closed Session at 8:03 p.m.

Motion 26-50, Motion to move out of Closed Session

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

CARRIED.

The Library Board moved out of Closed Session at 8:18 p.m.

11. Approval of Motions from Closed Session

Motion 26-51, Minutes of June 25, 2026

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approve the minutes of June 25, 2026 as presented.

CARRIED.

Motion 26-52, Minutes of September 10, 2026

MOVED by Akindayomi Odedeyi, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approve the Minutes of September, 10, 2026 as presented.

CARRIED.

12. Other Business - None

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

The meeting is adjourned at 8:18 p.m. Motion by Lindsay Zalot.

Chair

Secretary-Treasurer

6. Consent Items: 6.2 CEO Report – October Update

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Purpose

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

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



Halloween Magic

Throughout October, BPL is offering Halloween-themed programs, displays and self-directed activities for all ages across our branches. The month-long initiative is designed to create engaging experiences, strengthen community connection, and increase visits, program participation and borrowing among residents who may not

typically use library services. For information about all the programs and activities visit the [BPL website](#).



Ontario Public Library Week – October 18 to 24

Ontario Public Library Week October 18-24 and this year's theme is Loud for Libraries. The fall [CEO's Corner](#) article on the website includes ideas for how people can show support.

At BPL, we are kicking off the week with writer Joyce Grant on Sunday, October 18 at 2 PM at Central branch. Joyce will be talking about her new kids' book [This is a Library Book](#), a love letter to libraries and librarians through history. Starting October 19, customers are invited pick up a free sticker at any BPL branch and proudly show their support for libraries while supplies last.

Telling Tales

BPL was thrilled to be part of the [Telling Tales Festival](#) October 3 & 4 at the Royal Botanical Gardens. The weekend festival featured over 80 presentations by Canadian authors, illustrators, and storytellers, offering Storytimes, music, theatrical performances, and workshops for book lovers from babies to teens.

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



BurLITFest

On October 14, BPL announced the [sixth annual BurLITFest](#), a month-long celebration featuring authors, books, and writing workshops for all ages. This year's lineup includes acclaimed literary voices such as Linwood Barclay, Ian Brown, Hazel Mae, Antonio Michael Downing, Jesse Wenthe, and others. Registration opens October 21.



Branch Hills Branch Reopened

Branch Hills Branch reopened on Thursday, October 15, following an extended closure for construction at the community centre. We are excited to welcome the community back and grateful for everyone's patience. During the closure, we added new features to the children's area to create more opportunities for hands-on play. Staff also organized welcome-back programs and activities to [celebrate the reopening](#).



Canadian Library Month Campaign

BPL is one of 19 libraries in the Greater Toronto and Hamilton Area participating in this GO-train posters campaign running from September 28 through October 31. The goal is to increase commuter awareness of library services. The QR code directs commuters to a shared webpage linking to all 19 participating libraries, including BPL's website and online registration form.

TeenTober

Each October, libraries celebrate [TeenTober](#) to recognize teens and highlight year-round library services. BPL is offering programs that help teens build skills and achieve their goals. Teens are also invited to complete a two-minute [Teen Survey](#) to help shape future BPL services for teens.

Nurture a workforce culture driven by our organizational values.

Staff Social

BPL's annual Staff Social was held on Friday, September 25 at the New Appleby branch. This annual event is an opportunity for colleagues to gather and connect. Library Board members and Staff were invited to bring along their families. It was a wonderful evening of food and fellowship.

Central Workspaces

Work is underway in the Check In room at Central Branch to improve staff workflows and sightlines into public areas. Upgrades include enhanced lighting and flooring, along with a more flexible layout that better meets staff needs.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer



Strategic Performance Measures Report

Q3 2026



Purpose

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

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

Background

Staff report to the Board quarterly on Key Value Measures related to service use and operations along with Strategic Plan Key Performance Indicators. Key Value Measures are not yet available to the Board for Q3 so this report includes only Strategic Plan KPIs.

Key Performance Indicators are grouped by strategic priority in this report. A Board summary is included for each indicator, providing a progress update for Q3. Some indicators also have data to report which is included beside the summary. Q3 data is not yet available to the Board for several indicators tracked using a digital platform that requires staff to manually extract and process data.

Discussion

Strategic Plan Key Performance Indicators

At the end of Q3, most indicators are on track toward targets established in the 2026-2027 Strategic Plan.

Data from the 2026 Customer Satisfaction Survey has been analyzed and presented to the board. Several KPIs are tied to this survey with targets set for 2027.

Borrowing-related KPIs generally performed well and we are on track to exceed three

of four borrowing targets in 2027 if we continue to trend in the same direction. Adult print borrowing is behind pace and slower than in 2025. Staff continue to work on strategies to address this but have noted that this downward trend is affecting the entire library sector. When compared against a sample of similarly sized libraries, BPL's adult print borrowing is decreasing to a lesser degree.

Several KPIs rely on data from Communico, the event scheduling and booking software BPL uses. Staff are still analyzing Q3 data from this platform and will provide an update to the Board when the data is ready to share.

Strategic Implications

Project work is on track to advance BPL's strategic priorities. Staff are preparing work plans for the second year of our 2026-2027 Strategic Plan based on progress to date and what we need to accomplish in the next several months.

Equity, Diversity & Inclusion Considerations

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

Related Policy

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

Submitted by Elise Copps, Director, Communications & Engagement

Priority 1: Enhance community well-being, helping people feel connected, accepted, and empowered to live, work, and play to their full potential											
Goal 1.1 BPL helps people with diverse backgrounds, perspectives, and experiences connect with and learn from one another											
Key Performance Indicator		Target	2025 Baseline								
				2026 Q3 Board Summary	2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4	
KPI 1.1.1a	Percentage of BPL staff that have completed Toronto Metropolitan University's Canadian Democracy @ Work training	85% completion rate in 2026	N/A	Training launched for all staff. Early pre- and post-test data shows positive impact on staff understanding of misinformation, core AI concepts, and foundational democratic principles.	x						
KPI 1.1.1b	Number of customers taking part in BPL programs that focus on information literacy and critical thinking		687 participants	Staff completed a review of information literacy programming across other library systems and organizations and developed a new staff-led information literacy program for children to roll out this fall in addition to collaborator-led events for children and adults. Children's book club programs have been updated for 2027 with titles focused on information literacy and critical thinking.							
KPI 1.1.2a	Number of completed Customer Satisfaction Surveys from respondents that self-report as a member of an equity-deserving group and actively use BPL services (select one or more option in survey for how they use library services other than 'I don't use the library')	25% more survey respondents who use the library and identify as: Newcomer: 172 Disability: 610 Indigenous: 41 Teen: 84 LGBT: 186 Total: 1,054	Newcomer: 138 Disability: 488 Indigenous: 33 Teen: 67 LGBT: 149 Total: 843	Staff noted small increases in participation from four of the five equity deserving groups we are currently focused on. Responses were analyzed to identify key service gaps for these groups - collection and programming were identified as areas for improvement. Survey data was presented to BPL Board in September. Staff plan to explore alternate input gathering methods ahead of 2027 survey and are currently engaging with teens and people with disabilities to gather input about library services.	Newcomer: 146 Disability: 518 Indigenous: 40 Teen: 75 LGBT: 199 Total: 978						
KPI 1.1.2b	Total attendance at outreach sessions focused on equity-deserving groups	10% more participants 342 participants in 2027	311 participants	Staff continue to establish connections with new organizations. A teen outreach plan, was developed for implementation this fall. Summer outreach focused mainly on large events and festivals.							
KPI 1.1.3	Launch and evaluation of pilot program for self-guided activities designed to increase spontaneous social interaction in branches	Complete pilot	N/A	Co-Op student completed placement in August and produced a report on pilot project and future recommendations. Social connection activities continue at pilot locations. Meetup programs (Chess, Current Events, and Doodle Drawing) were developed and introduced with positive community response so far.	x						
Goal 1.2 BPL is a catalyst for community engagement and action—empowering individuals, businesses, and organizations to invest in community well-being											
Key Performance Indicator		Target	2025 Baseline								
					2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4	
KPI 1.2.1	Launch of learning and networking program for small businesses and not-for-profit organizations	Launch program	N/A	Staff assessed feedback from first session and developed plan for subsequent entrepreneur meetups.	x						
KPI 1.2.2	Number of outbound clicks from BPL website and eNewsletter to community and civic engagement opportunities.	3,200 yearly clicks	N/A	Continued work to highlight opportunities to help people discover local events, services, and civic engagement opportunities, including a new collaboration with Halton District School Board.	2,738						
Goal 1.3 Customers can rely on BPL for access to resources, services, and programs that help them thrive											

Key Performance Indicator		Target	2025 Baseline							
					2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 1.3.1	Total program attendance for each age group (early years, school years, teen, adult)	10% more attendees Early yrs: 59,026 School yrs: 9,358 Teen: 8,043 Adult: 18,702 Total: 95,129 in 2027	Early yrs: 53,660 School yrs: 8,507 Teen: 7,312 Adult: 17,002 Total: 86,481	Staff completed program portfolio reviews and have established projections for program volume and variety within each age group. Teen program series ran throughout the summer. Additional teen outreach is occurring this fall to inform program updates.						
KPI 1.3.2a	Strategic agreements with all support service collaborators	100% completion rate	N/A	Staff continue to work with our partners to find ways to improve our support of the community with new partnerships, increased promotion and visibility. We are beginning to audit our 2026 partnerships and plan for 2027 improvements.						
KPI 1.3.2b	Number of customer interactions with support service organizations at BPL branches	10% more interactions 1,847 customer interactions in 2027	1,679 customer interactions (# of ppl)	Staff developed plan for community information zone at Central Branch south entrance to increase visibility and engagement with support service drop-ins.						
Priority 2: Inspire discovery with responsive and representative collections, services, and spaces										
Goal 2.1 Library branches continuously evolve to meet present and future community needs, within BPL’s budget										
Key Performance Indicator		Target	2025 Baseline							
					2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 2.1.1	Completion of system-wide facility strategy aligned with City of Burlington planning practices, development timelines, and universal design principles	Board-approved strategy	N/A	Staff issued RFQ for growth study of west and northeast Burlington						
KPI 2.1.2	Improved satisfaction rating for library spaces in Customer Satisfaction Survey	>76% rating	Library spaces meets my needs: 74.8%	Staff analyzed Customer Satisfaction Survey responses, noting an improved rating for spaces - open ended feedback was compiled and reviewed. Install of new play equipment in children's spaces began across branches and AV upgrades began at Central Branch. Staff established plans to sequence remaining improvements to Central Branch shared spaces.	75.93% agree					
Goal 2.2 BPL's tools, resources, and staff empower customers to participate in our increasingly digital society										
Key Performance Indicator		Target	2025 Baseline							
					2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4
KPI 2.2.1	Number of customers using Maker equipment and participating in Maker programs.	25% more Maker participants Program attendance: 640 in 2027 Maker bookings: 4,128 in 2027	Program attendance: 512 Maker bookings/usage: 3,302	Staff introduced new small group Maker programs over the summer and continue updating existing Maker programs to improve customer experience and learning outcomes. We continue to strengthen staff knowledge and confidence with Maker equipment, support self-directed skill building for customers, and review patterns in usage data.	x					

KPI 2.2.2	Participant satisfaction with BPL tech skills programs	>80% rating	N/A	Staff finalized draft survey for implementation this fall.	x					
KPI 2.2.3a	Increased use of BPL's digital magazine and newspaper databases.	5% more use 461213 uses (issues opened) in 2027	439,250	Digital magazine and newspaper use remains strong. Staff identified a formula error and have corrected the baseline and target for this KPI to reflect accurate circulation of PressReader material.	346,246					
KPI 2.2.3b	Growth in eBook and eAudiobook circulation	1% more borrowing 428,787 uses in 2027	424,541	eAudiobook circulation continues to grow at a higher rate. Q3 eBook circulation was stronger in 2026 than 2025. Staff continue to feature available titles prominently in OverDrive.	344,101					
Goal 2.3 BPL delivers maximum value for every dollar of its collection budget by leveraging data, staff expertise, and borrowing partnerships										
Key Performance Indicator		Target	2025 Baseline							
							2026 Q3	2026 Q4	2027 Q1	2027 Q2
KPI 2.3.1a	Increased borrowing in adult print book collections	2% more borrowing 368,030 borrows in 2027	Adult print books: 360,814	This KPI is behind pace. Adult print borrowing is lagging behind 2025 volumes, even when branch closures are factored into calculations. Staff have developed a targeted plan for this KPI for 2027 that includes branch-specific targets, and merchandising improvements. Staff gathered data from comparable library systems to assess performance against industry trends and noted that while decreasing, BPL's print borrowing is slowing to a lesser degree than comparator libraries.	258,624					
KPI 2.3.1b	Growth in total number of items borrowed by BPL cardholders from 'More to Borrow' partner libraries	3% more borrowing 174,988 More to Borrow eBooks and eAudiobooks uses in 2027	169,891	Strong reciprocal borrowing of eAudiobooks from More to Borrow partner libraries is keeping this KPI on track. Staff continue to work on improving and expanding this partnership.	150,181					
KPI 2.3.2	Percentage of physical format AV budget reallocated to high-demand items	5% reallocation \$64,455.64 annual AV funds	\$ 67,678.42	Spending is on track and not exceeding set fund limits.	x					
Priority 3: Nurture a workforce culture driven by our organizational values										
Goal 3.1 Staff are equipped with the tools and skills to reinforce BPL values in interactions with customers, collaborators, and colleagues										
Key Performance Indicator		Target	2025 Baseline							
							2026 Q3	2026 Q4	2027 Q1	2027 Q2
KPI 3.1.1	Percentage of staff that demonstrate knowledge and skills to navigate friction in the workplace.	>75% min. grade for all assigned staff to on navigating friction in the workplace	N/A	BPL has connected with HPL and Cambridge PL to collaborate on the project. Studio Laitio has provided a 3-stage proposal and preliminary quote. Each library is exploring their funding options through budget, grants and donors.	x					
Goal 3.2 BPL provides dependable and consistent service to customers, no matter which branch they visit or which core service they use										
Key Performance Indicator		Target	2025 Baseline							
							2026 Q3	2026 Q4	2027 Q1	2027 Q2

KPI 3.2.1a	High rating for the question “Overall, the Library has a positive impact on my life” on BPL's annual Customer Satisfaction Survey	>94% rating	Overall, the library has a positive impact on my life: 94.1%	Staff analyzed Customer Satisfaction Survey responses and reviewed open ended feedback. Service Stream Framework project team audited documentation and tools available for each area of service and identified gaps.	93.90% agree						
KPI 3.2.1b	Documented service model that delivers on mission and values for each of BPL's five service streams	Service frameworks presented to Board	N/A	Team has begun to draft core documentation for service streams. Collections & Resources Policy and Corporate Accountability Policy were drafted for Board approval.	x						
KPI 3.2.2	Maintain score on the Great Place to Work (GPTW) employee survey "Support" category	>80% rating in Great Place to Work support category	GPTW Support category 85.0%	Staff purchased new Learning Management System and completed outlines for onboarding modules.							
KPI 3.2.3a	Implementation of updated community feedback processes	Board-endorsed engagement procedure	N/A	Staff compiled a report of current state and feedback and developed a database model to aggregate input from a variety of sources for consistent review.	x						
KPI 3.2.3b	Total number of respondents that complete the BPL Customer Satisfaction Survey annually	>4,500 respondents	4,197 respondents completed 2025 survey (4,696 submitted)	Survey data was analyzed and presented to BPL Board.	4,589 respondents completed survey						
Goal 3.3 BPL's capacity for human-centered service can withstand outside pressures and changes											
Key Performance Indicator		Target	2025 Baseline								
					2026 Q3	2026 Q4	2027 Q1	2027 Q2	2027 Q3	2027 Q4	
KPI 3.3.1a	Reduction in staff hours spent on materials handling at BPL's two high volume branches (Central and Tansley Woods)	5% decrease Central Branch: 28.39 seconds per check-in Tansley Woods Branch: 19.10 seconds per check-in	Central Branch: 29.89 seconds per check-in Tansley Woods Branch: 20.10 seconds per check-in	Intelligent Return Shelf has been fully implemented at Tansley, and testing is underway for Central implementation.	x						
KPI 3.3.1b	High rating for the question “Library staff provide good service” on BPL's annual Customer Satisfaction Survey	>93% rating	Library staff provide good service: 94.7%	Staff reviewed 2026 Customer Satisfaction Survey data and open ended responses. Themes included gratitude for attentive and welcoming staff. Score for 2026 exceeded target.	93.78% agree						
KPI 3.3.2a	Score on the Great Place to Work (GPTW) employee survey "Pride" category	>85% rating in Great Place to Work pride category	GPTW Pride category 95.0%	Staff Development Day planning is underway. Employee pride and recognition has been incorporated into community engagement framework and other projects.	x						
KPI 3.3.2b	Percentage of staff with documented performance goals explicitly linked to customer impact outcomes	100% of staff have goals linked to customer impact outcomes	N/A	Management performance goals were documented in Culture Amp performance management platform in pilot process.	x						

6. Consent Items: 6.3 Quarterly Reports – Board Governance Calendar and Workplan Q3 2026

Purpose

To provide the Library Board with the quarterly information update on the status of Governance Calendar and Workplan as of Q3 2026.

Background

Third cycle report for the Board Governance Calendar and Workplan for 2026.

Discussion

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 completed the majority of the Q3 deliverables with those outstanding in progress and/or to be completed by the end of the year.

Financial Considerations

An ongoing monitoring is part of effective financial stewardship. The work outlined in the 2026 Board Governance and Workplan is funded through the library's 2026 operating budget.

Strategic Implications

This report seeks to align with the current strategic plan to enable the Board to monitor and ensure that the library is advancing strategic priorities.

Equity, Diversity & Inclusion Considerations

Quarterly reports enable BPL to proactively track progress in promoting equity, diversity, and inclusion across the services provided to the communities we serve.

Sustainability Considerations

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

Risk Management

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

Policy

The [Board ByLaw](#).

Respectfully submitted by: Lita Barrie, Chief Executive Officer

Library Board –2026 Governance Calendar & Workplan

Task or Deliverable	Area of Focus	Target date	Status	Notes
Q1				
Board Self-Evaluation Report	Governance	January	Completed	
Annual Board Approval of the Health & Safety Policy	Governance	January	Completed	
Audit Meeting - Prepare for 2025 Audit	Audit/Risk Management	January	Completed	
Review Q4 2025 Metrics Reports	Governance	January	Completed	
Receive the Multi-Year Accessibility Plan Report	Governance	January	Completed	
Attend OLA SuperConference (optional)	Board Development	January	Completed	Jason & Lindsay attended
Receive 2025 Requests for Reconsideration Report	Governance	February	Completed	
Board Development: Halton Information Providers	Board Development	February	Completed	
CEO Performance Review	Governance	Feb/Mar	Completed	
Digital Equity Report	Governance	March	Completed	
Review Policy Framework	Policy Review	March	Completed	
Review BPL Board Succession Plan	Governance	March	Completed	
Receive Equity, Diversity & Inclusion Report	Governance	March	Completed	
Q2				
Approve Q1 Financial Statements	Financial Oversight	April	Completed	
Review Q1 Metrics Reports	Governance	April	Completed	
Review & Approve 2025 Audited Statements	Audit/Risk Management	April or May	Completed	
Review Senior Management 2025 Expenses	Audit/Risk Management	April or May	Completed	
Review 2025 Risk Management Report & 2026 Plan	Audit/Risk Management	April or May	Completed	
Receive 2025 Economic Impact Statement & Annual Report	Governance	April or May	Completed	
Receive Advocacy Report	Governance	May	Completed	
Board Development: AI & Libraries	Board Development	June	Completed	
Q3				
Receive Q2 Financial Statements by email	Financial Oversight	August	Completed	
Approve Q2 Financial Statements	Financial Oversight	September	Completed	
Approve annual Library Closures Calendar for 2027	Governance	September	Completed	
Approve 2027 Capital Budget Submission	Financial Oversight	September	Completed	
Approve 2027 Operating Budget Submission	Financial Oversight	September	In Progress	
Hold Open House Information Session for prospective Library Board Applicants	Governance	September	In Progress	
Received 2026 Customer Satisfaction Survey Report	Strategic Planning	September	Completed	
Receive Q2 Metrics Reports	Governance	September	Completed	
Review Fees & Charges	Policy Review	September	In Progress	
Q4				
Approve Q3 Financial Statements	Financial Oversight	October		
Receive Q3 Metrics Reports	Governance	October		
Hold Open House Information Sessions for prospective Library Board Applicants	Governance	October		
Receive Advocacy Report	Governance	October		
Receive the Multi-Year Accessibility Plan Report	Governance	October		Moved to November
Receive Sustainability Plan Report	Governance	October		Moved to November
Board Development: Burlington Arts & Culture Strategy	Board Development	October		Updated to Social Connections theme Culture Plan approval moved to 2027
Receive Fund Development Report	Financial Oversight	November		
Approve Board Self Evaluation Survey Tool	Board Development	November		
Conduct Board Self Evaluation	Board Development	November		
Board Candidate Interviews	Governance	November/December		
Approve 2027 Board Governance Calendar & Workplan	Governance	November		

6. Consent Items: 6.3 Q3 Metrics Reports – Human Resources

Purpose

To provide the Library Board with the quarterly Human Resources information update report for Q3 2026.

Background

Third cycle for the Human Resources Report for 2026.

Discussion

The summary page highlights the key insights related to Q3, as noted some postings include multiple vacancies.

Financial Considerations

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

Strategic Implications

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

Equity, Diversity & Inclusion Considerations

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

Sustainability Considerations

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

Risk Management

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

Policy

- General Human Resources Policy
- Health & Safety Policy

Respectfully submitted by: Lita Barrie, Chief Executive Officer

Staffing & Recruitment

Headcount	
Full Time	61
Part Time	79
Total	140

Organizational Voluntary Turnover Rate				
Q1	Q2	Q3	Q4	YTD
3.65%	2.15%	6.42%		12.22%

Recruitment – At a glance					
	Q1	Q2	Q3	Q4	YTD
Number of Positions Posted*	6	8	3		17
Number of Applicants	663	1302	523		2488
Number of Positions Hired – Externally	1	11	3		15
Number of Positions Hired – Internally	7	2	1		10
Number of Positions Not Filled	0	0	0		0
Fill Rate	100%	100%	100%		100%
90 Day Retention Rate	100%	100%	100%		100%
1 Year Retention Rate **	100%	89%	100%		96%

Staff Health and Wellness

Health and Safety					
Type	Q1	Q2	Q3	Q4	YTD
First Aid Injuries***	0	1	2		3
Lost Time Injuries	0	0	0		0
WSIB Injuries	0	1	0		1
Staff on STD	0	2	2		4
Staff on LTD	0	0	0		0

Onboarding Survey

Participation Rate
100%

Overall Onboarding Score
97%

Summary Page

Recruitment

* There were 3 positions posted, but 4 candidates were hired. Some postings had multiple vacancies.

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

*** One of the first aid incidents reported in Q2 was later identified as a WSIB injury after the initial report had been completed. First aid and WSIB have been adjusted for Q2.

6. Consent Items: 6.4 Advocacy Report

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Purpose

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

Background

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

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

Municipal Advocacy Initiatives

- In June, the CEO sent letters to City Council providing copies of BPL's 2025 Annual Report and thanking Council members for continued support.
- In June, the CEO attended the Chamber of Commerce 2026 Bay Area Economic Summit.
- In October, Library staff attended the Chamber of Commerce Business Before 9: Burlington's Culture Corridor: The Economic Value of Culture to the Economy.

- Staff continue to notify Ward Councillors of any service disruptions within their ward.

Provincial Advocacy Initiatives

- Ontario Library Association (OLA)
 - OLA has updated their Advocacy Toolkit <https://accessola.com/advocacy-toolkit/>
 - Lita Barrie continues to participate as 2026 OLA President.
- Federation of Ontario Public Libraries (FOPL) Update: FOPL continues to focus on four key priorities:
 - Increase provincial funding for Ontario's public libraries to address critical shared priorities and community needs: Advocating for a \$25 million annual investment, in addition to existing provincial operating funding, to provide predictable, flexible funding for local public libraries.
 - Creation of an Ontario Digital Public Library: Advocating for an annual investment of \$10-\$20 million to provide all Ontarians with equitable access to high-quality digital learning resources through their local public library.
 - Development of a province-wide strategy addressing mental health, addiction, and homelessness: Strengthen housing, health, and community supports and address the impacts of these crises on public libraries, the projected cost of which will be based on the identified solution developed by the provincial government in consultation with municipalities and other stakeholders.
 - Establishment of a sustainable funding model for public libraries on reserve: Build on the enhanced funding committed in the 2024 Ontario Budget to ensure that these important local hubs are fully funded and viable, with projected costs based on the identified model and requirements.

Federal Advocacy Initiatives

- Canadian Urban Libraries Council (CULC) updates:
 - CULC Fall meeting was held in Fredericton in October. The focus of the meeting was on creating a workplan to support CULC new Strategic Framework: <https://culc.ca/news-updates/announcing-culcs-new-2027-2030-strategic-framework/>

- CULC is a member of the Public Library Group advocating for E-book action: <https://culc.ca/news-updates/leading-public-library-groups-call-for-e-book-action/>
- Canadian Federation of Library Associations (CFLA-FCAB) updates:
 - CFLA and BPL submitted independently to the National AI Transparency consultation drawing attention to the role of libraries in support AI literacy.
 - CFLA issued a Canadian Library Month Statement highlight the importance of the right to read in Canada: <https://cfla-fcab.ca/en/canadian-library-month-2026-statement/>
 - CFLA published a guidance document on Understanding Canadian Law Governing Hate: <https://cfla-fcab.ca/en/cfla-policy-update-understanding-canada-law-governing-hate/>
 - Lita Barrie was interviewed by CBC Kids for an article about Dua Lipa's Library for Banned books: <https://www.cbc.ca/kidsnews/post/dua-lipa-opened-a-library-for-banned-books-heres-why>
 - Lita Barrie continues to serve on the Board of Directors as Chair.

Financial Considerations

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

Strategic Implications

This work aligns with all three goals within the current strategic plan.

Equity, Diversity & Inclusion Considerations

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

Sustainability Considerations

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

Risk Management

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

Policy

Related policy includes the [Board By-Law](#).

Respectfully submitted: Lita Barrie, Chief Executive Officer

7.Decision Items: 7.1 Q3 Financial Statements

Recommendation

THAT the Library Board approve the 3rd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending September 30, 2026.

Purpose

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

Discussion

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

Strategic Implications

Regular financial reporting against budget plays a key role in supporting BPL's strategic plan by ensuring funding is prioritized for operational and capital needs that support key initiatives and core services.

Equity, Diversity, and Inclusion Considerations

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

Risk Management

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

Report Author(s)

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure and Lita Barrie, Chief Executive Officer.

Burlington Public Library
Operating Statement
September 30, 2026

REVENUE

City of Burlington
Province of Ontario
Library Generated
Reserve Transfer
Grants & Donations

Total Revenue

EXPENSES

Salaries
Employee Benefits
Staff Education

Total Employee Costs

Materials
Operating Costs
Building Costs
Automated Systems
Transfer to Reserve

Total Expenditures

Gross Revenue less Expenditures

2026			
Total Budget	September 30 YTD Actual	% of Total Budget	YE Projection
12,734,042	9,793,756	76.9%	12,734,042
229,403			229,403
227,540	167,740	73.7%	231,204
50,000			39,000
	7,392		7,392
13,240,985	9,968,888	75.3%	13,241,041
7,601,075	5,564,004	73.2%	7,595,965
2,115,210	1,573,761	74.4%	2,064,503
105,000	61,546	58.6%	105,000
9,821,285	7,199,311	73.3%	9,765,468
1,175,000	920,804	78.4%	1,175,000
402,920	260,120	64.6%	399,982
1,275,955	862,622	67.6%	1,290,235
557,325	474,426	85.1%	557,325
8,500	-		12,471
13,240,985	9,717,283	73.4%	13,200,481
	251,605		40,560

2025			
Total Budget	September 30 YTD Actual	% of Total Budget	YE Actual
12,337,734	9,490,565	76.9%	12,337,734
229,403	-		229,403
180,747	165,638	91.6%	250,742
	2,408		34,053
12,747,884	9,658,611	75.8%	12,851,932
7,511,016	5,443,978	72.5%	7,516,405
2,067,553	1,465,794	70.9%	1,937,311
105,000	67,147	63.9%	86,023
9,683,569	6,976,919	72.0%	9,539,739
1,175,000	936,405	79.7%	1,176,685
346,190	261,096	75.4%	334,922
1,020,160	735,353	72.1%	1,128,954
522,965	460,156	88.0%	521,240
	-		53,277
12,747,884	9,369,929	73.5%	12,754,817
	288,682		97,115

Burlington Public Library
Operating Statement Comments
September 30, 2026

REVENUES:

City of Burlington

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

Provincial Grant

The annual provincial grant is typically received in Q4.

Library Generated

Library-generated revenue represents 1.7% of the overall budgeted revenue for BPL. The YOY increase as of Q3 is primarily related to Printing (\$6.3K), Room Rentals (\$3.6K), non-resident fees (\$1K), and MakerSpace (\$6.1K). These increases are offset by reduced interest earnings (\$10.3K) and sales of equipment (\$4.6K).

YTD performance suggests additional revenue for the following for end of 2026 compared to budget: Printing (\$8.9K), Room Rentals (\$6.2K), and MakerSpace (\$6.6K). These amounts are offset by an anticipated reduction in interest earnings (\$8K), and a reduction in chargeback fees (\$10K) from the Brock agreement at New Appleby. After the 2025 audit, communication with Brock clarified that the per student fee covers the fall and winter terms and therefore approximately \$10K of the revenue recognized in 2025 should have been for 2026 for the winter term. Projections for 2026 are less than 2025 actuals primarily related to reduced interest earnings and the Brock chargebacks.

Reserve Transfer

The Board approved a transfer of up to \$50K from the Operating Reserve Fund to support consulting services for the west and northeast expansion study. The procurement process has been completed and the cost is expected to be \$39K. The final report from the consultant will be brought to the Board in early 2027.

Grants & Donations

Burlington Public Library
Operating Statement Comments
September 30, 2026

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

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

EXPENSES:

Salaries & Benefits

Employment costs for 2026 are expected to be underspent by approximately \$55.8K due to gapping. Throughout the year, the salary budget template is updated to reflect changes in staffing or positions as they occur to assist staff in monitoring the overall budget impact. Each time a vacancy occurs, staff carefully review the vacant position against organizational needs to determine if the posted role needs to be updated or entirely different than the recently vacated position.

Staff Training & Educational Assistance

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

Library Materials

The Collections budget is expected to be fully spent in 2026. As is typical, YTD spending is tracking ahead of budget due to the front-loading of annual subscription fees for the year and spending is in line with 2025 spending for Q3.

Operating Costs

YTD Operating costs are in line with 2025 spending and expected to be in line with budget.

Building Costs

Burlington Public Library
Operating Statement Comments
September 30, 2026

Building costs are higher than 2025 YTD by approximately \$127K primarily associated with an increase in cleaning contracts (\$46K), higher rent for New Appleby and Aldershot (\$103K), offset by lower facility repairs (\$9.6K) and utility costs (\$12.1K). Spending for the year is expected to be over budget by approximately \$14K due to clean up costs related to mould found at Brant Hills during the construction (mould not related to construction project).

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

Automated Systems

Any prepaid IT subscriptions or services are captured in Q1, resulting in front loading of the costs compared to the rest of the year. It is anticipated that spending for the whole year will be in line with budget. YTD the additional spending is primarily related to the introduction of new security software.

Transfer to Reserve

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

RETAINED SAVINGS:

The variances described above result in a YTD surplus of \$251.6K however, projections at this time suggest a surplus of \$40.6K will be achieved for the year.

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

Description	2026 Opening Balance	2026 Funding	Q1	Q2	Q3	Q4	2026 Spending	LTD Remaining Funding	Year of O/S Funding
Capital Reserve Fund*	\$ 715,509	\$ (257,640)					\$ (257,640)	\$ 457,869	n/a
Technology Renewal	\$ 242,382	\$ 340,100	\$ 116,840	\$ 154,264	\$ 33,872		\$ 304,976	\$ 277,506	2024: \$58K 2025: \$50.3K 2026: \$169.2K
Collections Expansion	\$ 55,000	\$ 61,100			\$ 161		\$ 161	\$ 115,939	2025: \$55K 2026: \$61.1K
Facility Renewal	\$ 109,652	\$ 201,470	\$ 83,725	\$ 27,663	\$ 23,413		\$ 134,801	\$ 176,321	2024: \$59.8K 2025: \$25K 2026: \$91.5K
Brant Hills Infrastructure	\$ 291,000	\$ -	\$ -	\$ -	\$ 291,000		\$ 291,000	\$ -	n/a
Central Infrastructure	\$ 2,433,531	\$ 2,572,670	\$ 18,891	\$ -	\$ 11,599		\$ 30,490	\$ 4,975,711	2024: \$2,118K 2025: \$285K 2026: \$2,572.7K
New Appleby Project Construction	\$ 251,535	\$ -	\$ 12,170	\$ -	\$ 13,284		\$ 25,454	\$ 226,081	2023
New Appleby Project FF&E	\$ 156,323	\$ -	\$ 25,577	\$ 26,249	\$ 22,331		\$ 74,158	\$ 82,165	2025
	\$ 3,539,423	\$ 3,175,340	\$ 257,203	\$ 208,177	\$ 395,660	\$ -	\$ 861,040	\$ 5,853,723	
\$ (133,217.20)					TOTAL CAPITAL FUNDING			\$ 6,311,592	

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

*For Children's technology & furniture

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

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

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

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of \$234.3K for the Central Infrastructure project (2024 & 2025 surplus & interest), MakerSpace equipment renewal funding of \$31.1K and \$100K from bequests set aside for various projects as listed at the bottom of the Capital statement. A change to the use of these funds would require Board approval. The remaining \$97.9K is available for funding projects in 2027 and beyond per the capital budget.
Technology Renewal	Lifecycle replacement of technology including self checks, early literacy stations, servers, computers/tablets, RFID pads, UPS, and peripherals used for staff and public internet machines.	So far in 2026, spending has been focused on laptops, desktops and tablets (\$67.3K), RFID technology (\$38.7), Servers/Switches/UPS (\$100.1K), Children's spaces technology (\$28.1K), door control for reservable spaces at Central (\$15.5K), telephony equipment (\$10.9K), AV (\$2K), and security monitoring/ response services (\$42.4K).
Facility Repair & Renewal	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	Spending to date is for Children's Areas Refresh project (\$110K), an Intelligent Check-in Shelf (\$24.8K)
Brant Hills Infrastructure	Lifecycle replacement of building systems including HVAC, roofing and lighting	The project implementation is being completed by COB. Construction work is expected to be completed in October.
Central Infrastructure Project	Lifecycle replacement of building systems including HVAC, roofing, and skylights	The project implementation is being completed by COB. A vendor has been selected and planning meetings have been initiated. The preliminary schedule has the construction work beginning in April, 2027 and continuing through most of the year. At this time, there is no expectation that Central branch will need to close fully during the construction.
New Appleby Project	Movement of New Appleby Branch to Bateman site	<p>Construction costs for this project have been funded to Class C estimates (\$2,350K). The construction costs are included in the overall construction project being managed by COB. Outstanding funding is related to holdbacks for construction deficiencies as is standard practice.</p> <p>The FF&E portion of this funding that is remaining is expected to be spent out in 2026 on refining staff workspaces, additional furniture and some design work in the children's area. Spending to date is for additional furniture for New Appleby (\$30.6K), children's area design (\$23.7K), and staff spaces design (\$19.9K).</p>

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

Description	2026 Opening Balance	2026 Funding	2026 Spending	Fund Balance
Unrestricted Operating Reserve Funds	\$ 299,334	\$ (50,000)	\$ -	\$ 249,334
Kids Learning Fund	\$ 34,915	\$ 7,365	\$ 9,889	\$ 32,391
Think Big for Burlington Fund	\$ 12,152	\$ -	\$ -	\$ 12,152
Preserve Our History Fund	\$ 6,903	\$ -	\$ -	\$ 6,903
TOTAL OPERATING RESERVE FUND	\$ 353,304	\$ (42,635)	\$ 9,889	\$ 300,780
BPL ENDOWMENT EARNINGS	\$ 7,146	\$ 7,420	\$ -	\$ 14,566
SCHICK ENDOWMENT EARNINGS	\$ -	\$ 1,614	\$ -	\$ 1,614
McEWEN ENDOWMENT EARNINGS	\$ 52,793	\$ 26,196	\$ 5,788	\$ 73,201
BROADBENT ENDOWMENT EARNINGS	\$ 13,510	\$ 12,374	\$ 11,951	\$ 13,933
CLAY ENDOWMENT EARNINGS	\$ 23,299	\$ 5,900	\$ -	\$ 29,199
ISBISTER ESTATE FUND EARNINGS	\$ 38,912	\$ -	\$ 699	\$ 38,213
E&R BIRD FUND	\$ 2,178	\$ 1,373		\$ 3,551
COLLECTIONS DONATIONS	\$ 2,542	\$ 1,327	\$ 2,510	\$ 1,360
GENERAL DONATIONS	\$ -	\$ 2,730	\$ -	\$ 2,730
TOTAL OTHER FUNDS	\$ 493,685	\$ 16,299	\$ 30,837	\$ 479,147

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

Fund Name	Description	Comments
Operating Reserve Fund	To assist a sudden increase in expenses, one-time unbudgeted expenses, or unanticipated situations. Funds may be set aside by the Board to assist with anticipated circumstances where the impact is unknown. (e.g. Job Evaluation Project). This reserve fund earns interest annually.	The reserve fund balance includes Board-restricted funds for the Kids Learning Fund, Preserve Our History Fund, and Think Big for Burlington Fund. The 2026 budget includes the use of \$50,000 for a consultant study researching possible expansion in the west and northeast sections of the city.
Kids' Learning Fund	This fund supports literacy and STEAM programming, our children's collection, and upgrades to our children's areas.	Annually, with Board approval these donations will be moved to the Operating Reserve Fund where they will remain and accumulate until sufficient funding exists to implement a project in line with the fund(s) purpose. The Board approved the use of up to \$3,000 from the Kid's Learning Fund to supplement Summer Reading Club spending, \$5,000 to enhance children's collections, and \$5,000 to support the refresh of children's spaces, and \$1K for teen outreach & engagement. To date \$3K for Summer Reading, \$5K for children's area refresh, and \$1.9K for children's collections has been spent.
Think Big for Burlington Fund	This fund supports innovation-related projects that advance BPL's Strategic Plan and objectives.	
Preserve Our History Fund	This funds digitization and local history initiatives so more people can learn about our community's heritage.	
BPL Permanent Endowment Fund	Established in 2008 to provide an ongoing source of revenue to support and enhance library services.	This funding will be used in 2026 to support new audio visual systems in Centennial Hall and the third floor event space. This project is expected to be complete in October.
Wendy Schick Endowment Fund	Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.	Thus fund is used to assist with the cost of sending Librarians through the Public Library Leadership (PLL) program. For the 2025-2027 cohort, one BPL Librarian will be participating and a portion of the tuition fees will be covered with this funding.
Millicent McEwen Endowment Fund	Established in 2003 to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.	A portion of this funding may be used annually to support the collections budget as well as the purchase of other resources in line with the purpose of the fund. In 2026, approximately \$50,000 will be used to implement new audio visual systems in Centennial Hall and third floor. The system will provide assistive hearing technology and include screens to improve the visual experience during programs. This project is scheduled to be completed in October.
Mae Beatrice Broadbent Endowment Fund	Established in 2015 to be used for the purchase of Library accessible format collections.	A portion of this funding may be used annually to support the collections budget.
Margaret Clay Endowment Fund	Established in 2019 to the benefit of BPL's media collections.	A portion of this funding may be used annually to support the collections budget.
John Isbister Estate Fund	In 2011, the Board was a beneficiary of an equal share of the Estate of John Isbister to be used to purchase non-fiction materials.	A portion of this funding may be used annually to support the collections budget.
Ethel & Roly Bird Fund	Originally established for storage, maintenance and public access to the Roly Bird memorabilia collection. The purpose statement was expanded in 2026 by the Burlington Community Foundation to support the development and maintenance of a Civic Leaders Collection.	In 2023, the Roly Bird collection was digitized and made available for public access. With this work complete, and annual funding in excess of ongoing storage of this collection, BPL staff requested and received approval to expand usage of the funds for the creation and maintenance of a Civic Leaders Collection.
Collections Donations	Donations received with specific collection purposes identified.	These donations support donor-specific collection purchases and are typically received through the Pay It Forward or Honour With Books channels.
General Donations	Donations received with no specified use for the funds.	These donations support the general operations of BPL. In 2024, the Board approved the transfer of general donations to the Preserve Our History Fund, and in 2025 the funding was transferred to the Think Big for Burlington Fund with Board approval.

7. Decision Items: 7.2 Board Bylaw Report

Recommendation

THAT the Burlington Public Library Board approve the proposed updates to the Board Procedural By-Law.

THAT the Burlington Public Library Board rescind the CEO Accountability & Authority Policy.

Purpose

To provide an updated draft of the proposed updates to the Board Procedural Bylaw seek the Board's approval.

Background

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

In accordance with Section 8, Amendments of the Bylaw, this report is seeking approval in follow up to the Notice of Motion to revisions of the By-law at the September Library Board meeting.

Discussion

The revised draft is attached. The highlighting of the previous changes has been removed. The key updates include the integration of the existing CEO Accountability & Authority Policy, inclusion of the typical length of Board meetings and updates to the CEO Performance Review process. The document has been shifted into the updated document template with minor formatting changes for readability.

Financial Considerations

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

Strategic Implications

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

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

Equity, Diversity & Inclusion Considerations

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

Sustainability Considerations

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

Risk Management

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

Final Remarks

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

Report Author(s)

Respectfully submitted: Lita Barrie, Chief Executive Officer



Board Bylaw

Burlington Library Board Procedural Bylaw

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Procedural Bylaw of the Library Board

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

public library services are delivered effectively and efficiently in Burlington.

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

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

Section 1: Governance Vision

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

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

Statement of Responsibilities

The Board:

- Establishes the bylaw and policies that govern the operations of BPL and of the Board itself and reviews these on a set schedule to ensure continued relevance.
- Adheres to Board Code of Conduct
- Appoints the Chief Executive Officer who will have general supervision over and direction of the operations of the public library and its staff. (*Public Libraries Act*, R.S.O. 1990, c. P.44, s. 15(2)).
- Develops, approves and monitors progress on a multi-year strategic plan to set direction and goals for the Board term.
- Oversees the Library's finances to ensure they are managed responsibly and ethically. The Board approves the annual operating and capital budgets and reviews quarterly budget updates.
- Monitors the key performance indicators of the Library and endorses strategies to influence those performance indicators.
- Ensures the Library has policies and practices in place for proactive risk management in all activities.

- Assesses all relevant information regarding the library service needs of the community, endorses service priorities and advocates for adequate and appropriate funding to achieve the service priorities.
- Advocates in the community to gain support and approvals for appropriate public library services and seeks positive partnerships to best serve the community and to fulfill the Mission and Values of the Burlington Public Library.
- Ensures the public is represented in the development and promotion of library services in the community.
- Conducts an annual performance appraisal of the Chief Executive Officer and recruits a new CEO when needed.
- Is responsible for naming all library locations and facilities for which it is responsible.

Section 2: Board Composition

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

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

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

Resignations & Vacancies

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

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

Section 3: Officers

The Board shall have the following officers:

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

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

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

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

Chair

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

The Chair of the Board:

- Serves as the primary spokesperson for the Board
- Is a signing officer of the Board
- Represents the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board
- Develops the agenda for meetings in consultation with the Vice-Chair and Chief Executive Officer to ensure the effective use of Board and staff time and resources

- Presides at regular and special meetings of the Board in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44, other relevant legislation such as the City Bylaw for BPL and with the rules of procedure adopted by the Board.
- Commits the Board to a specific course of action only when the Board has granted specific authority by a motion or policy
- Assigns unclear responsibilities to the appropriate Committee, subject to approval by the full Board
- Ensures that vacancies on Board committees and task groups are filled as quickly as possible
- Advises the Vice-Chair, if for any reason, the Chair is temporarily unable to perform any of these functions
- Is an ex-officio Member of all committees and task groups

Vice-Chair

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

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

Secretary-Treasurer

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

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

- providing and maintaining all records, agendas and minutes of meetings of the Board and its various Committees and Task Groups
- presenting draft budgets and regular financial reports to the Board for approval
- The Chief Executive Officer is a signing officer of the Board but is not a member of the Board

Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its CEO, and who shall hold office until the Board rescinds the appointment or a new appointment is made.

The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of BPL.

Only decisions of the Board are binding on the CEO.

Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.

In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

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

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

CEO Accountability and Authority

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

- implements Board policy and directions
- articulates a vision for the progressive growth of the organization
- supervises and directs Library operations and Library staff
- plans, organizes, directs and is accountable for the administration of the library with the objective of providing high-quality library service to the City of Burlington
- establishes annual workplan consistent with the Board's strategic plan
- delegates to staff as appropriate
- exercises the stewardship of all financial matters and resources

- maintains a positive working relationship with various municipal, other funding bodies and key strategic community agencies and organizations to enhance the Library's services ☒
- establishes a positive library profile in the Burlington community and in the library profession ☒
- provides regular reports of the achievement of the strategic plan objectives, analysis of variances and recommendations for modifications ☒
- provides leadership in strategic planning with the Board and key stakeholders ☒ represents the Library in the community and in the media.

Section 4: Board Members Code of Conduct

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

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

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

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

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

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall submit a request for a leave of absence from the Board upon public declaration of their candidacy. This provision does not apply,

however, to the Councillor of the City of Burlington who is appointed to serve on the Board.

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

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

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

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

Section 5: Board Meetings

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

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

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

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

Location and Time of Meeting

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

Notification of Meetings

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

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

Inaugural Meeting

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

Special Meetings

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

Decision Making

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

Voting

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

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

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

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

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

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

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

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

Authority for the Summer

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

Hybrid Meetings

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

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

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

Delegations Wishing to Appear Before the Board

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

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

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

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

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

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

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

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

Quorum

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

The Chair is included in the quorum.

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

- declaring the meeting adjourned

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

Attendance

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

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

Leave of Absence

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

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

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

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

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

Elections

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

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

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

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

Order of Business

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

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

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

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

Consent Agenda Items

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

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

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

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

- Reports provided for information only

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

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

Section 6: Payment of Board Expenses

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

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

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

Section 7: Budget Process and Monitoring

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

Annual Budget Guidelines and Timetable

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

Preparation of Draft Budgets

The CEO will prepare draft capital and operating budgets within budget guidelines provided by the City of Burlington. Any budget requests exceeding guidelines provided

by the City will require the submission of a business case. The draft budgets and associated business cases are presented to the Board and once approved by the Board, submitted to the City. Any changes to the submissions that are requested by City staff, Committee or Council at any stage of the process will be considered by the Board and re-submitted to the City for Council approval.

Delegation to City Council

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

Amendments to the Budget

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

Budget Monitoring

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

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

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

Section 8: Amendment of the Bylaw

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

Section 9: Board Committees and Task Groups

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

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

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

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

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

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

Audit Committee

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

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does, however, make recommendations to the Board regarding both factors. (See Audit Committee Terms of

Reference, Appendix A, for further information about the duties and responsibilities of this committee).

Nominating Committee

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

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

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

CEO Performance Appraisal Committee

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

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

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

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

Section 10: Board Self-Assessment

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

References

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

Appendix A: Audit Committee Terms of Reference

Purpose

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

Membership

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

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

Officers of the Committee

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

Term of Membership

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

Meetings

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

Quorum

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

Agendas

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

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

Appointment of External Auditors

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

Duties of the Audit Committee

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

Accounting Policies

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

External Audit

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

Internal Controls and Risk Management

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

Terms of Reference

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

Appendix B: CEO Performance Appraisal Committee Terms of Reference

Purpose

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

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

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

Annual Performance Appraisal Process

- The annual review will take place in the February/March time period for the previous year with an optional interim interview in the June - July time frame.
- The Committee will develop one consolidated appraisal form including rankings based on consensus reached by the Committee and confirmed by the Board
- The CEO will complete a self-appraisal using the same CEO Performance Review template and propose annual goals. The self-appraisal will be provided to the Committee a minimum of one week prior to the Committee meeting.
- The CEO and the Committee will meet to discuss the Board evaluation, the CEO's self-appraisal and proposed annual goals

- The goals will be aligned with the Board's strategic priorities as identified in the Library's Strategic Plan
- The CEO may request an opportunity to address the entire Board regarding the consolidated evaluation
- A final version of the form will be developed based on the discussion; the form will be signed by the Chair of the Board and the CEO; the Chair will provide a report to the BPL Board at the March Meeting including the list of goals for the upcoming year
- The review form will be kept permanently in the CEO's file depending on the outcome of the performance appraisal, the Committee will recommend advancement on the salary grid.

CEO Recruitment and Probationary Committee Process

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

Probationary Performance Appraisal Process

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

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

Unsuccessful Probations

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

Disciplinary Process

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

Appendix C: Nominating Committee Terms of Reference

Purpose

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

Membership

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

Duties

The Nominating Committee shall:

- Establish and oversee the nomination process for Board positions
- Ensure that candidates identified for executive or standing positions are interested and have capacity for the roles that they are nominated for
- Recommend a slate of candidates to the Board for approval
- Seek information from Board members and CEO as necessary to fulfill its responsibilities.

Document Information	Details
Approved by	
Date	
Amended Dates	Amended Dates: #21-58, October 28, 2021; #23-47, September 28, 2023; #24-45, June 27, 2024, #25-32, May 22, 2025
Associated Documents	

7. Decision Items: 7.3 Board Succession Plan

Recommendation

THAT the Burlington Public Library Board appoint Library Board member(s) of the adhoc Library Board Nominating Committee

Purpose

This report is to request the Board appoint an adhoc Library Board Nominating Committee, to seek the Board's input on the draft Board Transition Brief and to provide an update on the Succession Plan for the 2027-2030 term.

Background

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

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

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

Discussion

The Burlington Public Library Board takes a proactive, thorough approach to identifying recruitment and succession needs. Following an update from the City of Burlington's Legislative Services team, Library staff have revised the timeline and provided a summary of next steps.

Recruitment Process

The City of Burlington expects to open applications on October 28, with a November 11 deadline. Candidate information will then be provided to the Library to schedule interviews, which may begin as early as November 18. The Board is being asked to appoint an Ad Hoc Nominating Committee of two to three current members who are not seeking reappointment. The Committee will interview prospective candidates with the incoming Council member appointed to the Library Board. The CEO will participate in an ex officio capacity to answer operational questions that arise during the interviews.

Board Transition Brief

A draft Transition Brief is presented for the Board's input. The 2026 Transition Brief will be revised and finalized for approval at the November Board meeting along with a summary of key accomplishments from the current term. The draft is included as Appendix A.

Library Board Information Session

The Library Board Information Session schedule has been modified to align with the application timeframe. The online session will be held on October 29, and an in-person Information Session will be held at Central branch on November 5. The November 12 session is canceled as it falls after anticipated application deadline. The About BPL library impact document shared at the September meeting will be distributed to all prospective board members who register to attend an Information Session.

Timeline

- **October**
 - Board to review draft Board Transition Brief
 - Board to appoint Ad hoc Nominating Committee to participate in interview process for the 2027-2030 term appointments
 - City of Burlington application form anticipated to be posted on October 28
 - Library to host a virtual Library Board Information Session on October 29
- **November**
 - Board to approve the Board Transition Brief
 - Library to host an in-person Library Board Information Session on November 5 at Central branch
 - City of Burlington application form anticipated to close on November 11

- Board to review and approved 2027 Library Board Orientation plan and training materials
- Board interview process tentatively scheduled to begin November 18

Financial Considerations

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

Strategic Implications

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

Equity, Diversity, and Inclusion Considerations

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

Sustainability Considerations

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

Risk Management

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

Policy

[BPL's Board Bylaw.](#)

Final Remarks

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

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

Report Authors

Respectfully submitted: Lita Barrie, CEO

Appendix A: DRAFT 2026 Board Transition Brief

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

To: Burlington Public Library Board 2027-2030

From: Burlington Public Library Board 2023-2026

Congratulations on your appointment to the Burlington Public Library Board. As you take on the important responsibility of governing this vital community service, we hope you find the role as rewarding as we have. It has been a privilege to serve our community, and we wish you every success as you guide and support our outstanding library system.

Strong governance builds from one Board to the next, and we hope these reflections support a smooth and successful transition.

Partnerships are an important focus of the 2026–2027 Strategic Plan, but Library staff—not Board members—lead the day-to-day work of building relationships with individuals, organizations, and businesses to strengthen library services. Staff keep the Board informed and seek its direction or approval when appropriate. The Board can play an important role when funding or fundraising is needed by advocating to City Council and helping make valuable community connections.

Governance

- We encourage the incoming Board to build a strong understanding of its governance role and continue developing its governance knowledge and skills. The Board Bylaw provides guidance on procedures.
- The annual self-assessment of the Board's performance and effectiveness can identify opportunities to strengthen how you work.
- Library staff provide regular Board development sessions on services and operations. Provincial library associations also offer valuable learning and networking opportunities with other public library trustees.

Community Engagement

- Burlington Public Library belongs to the community. We encourage the incoming Board to stay connected with residents and use community data to anticipate demographic changes and emerging interests that will inform priorities and decisions.
- The Library conducts an annual Customer Satisfaction Survey to gather feedback and guide improvements.

Strategic Planning

- The 2026–2027 Strategic Plan was timed to support closer alignment with the City of Burlington’s planning cycle. As you begin the next strategic planning process, we recommend considering the City’s strategic priorities when setting the Library’s direction.
- The Board is responsible for ensuring the Library develops and approves a Strategic Plan with meaningful measures to track progress.

Return on Investment and Impact

- The Board plays an important role in communicating the Library’s value to the community through both quantitative and qualitative evidence. We encourage you to prioritize meaningful performance measures and, where appropriate, demonstrate the monetary value and return on investment of library services and programs.
- Continue working with Library staff to develop measures that capture not only activity, but also the outcomes and impact of library services and programs.
- Since 2015, Burlington Public Library has published an annual Economic Impact summary as part of its Annual Report. Based on a model developed by the Martin Prosperity Institute at the University of Toronto’s Rotman School of Management and Toronto Public Library, the summary expresses the Library’s economic impact in dollar terms.

Financial Oversight

- The Board has a fiduciary responsibility to oversee the Library’s finances, present its financial needs to City Council, and advocate on budget matters.
- Each year, the Board approves an operating budget aligned with City Council’s guidelines and submits key investment requests for costs that exceed them.
- The Board also presents the capital budget and a 10-year forecast covering major infrastructure renewal and future service development.
- The Aldershot Branch lease expires in 2031, and the West and Northeast Expansion Study will help guide the Board’s response to future growth. Remain open to partnerships that improve efficiency and expand services, particularly in underserved areas. Current examples include Aldershot Branch with Halton Community Housing Corporation, Alton Branch with the Halton District School Board and the City of Burlington, and New Appleby Branch with the City of Burlington and Brock University.
- The Board is a member of the Federation of Ontario Public Libraries, which provides a collective voice for Ontario’s public libraries. We encourage you to continue working through the Federation to advocate for increased provincial funding.

Public Access

- Plan for community growth and change as the City advances its mobility hubs and implements the [Official Plan](#). As access to information becomes increasingly digital, library plans and spaces must remain flexible enough to accommodate new technologies.
- Public libraries preserve and provide access to knowledge, books, and information while also serving as essential community spaces for learning and connection. The Board is responsible for securing adequate funding so that library spaces and services can evolve with community needs, technology, and information formats.

Investing in our People

- Library staff are Burlington Public Library's most important resource. The Library is certified as a [Great Place to Work](#), and maintaining an engaged workforce and remaining an employer of choice are high priorities. The Board is responsible for providing adequate funding for continuous improvement, learning, and staff development.
- Be prepared to consider compensation decisions that support staff recruitment and retention.

Accountability

- The Board is accountable to City Council, the community, Library staff, and Library partners. We encourage you to conduct all Board business with transparency and integrity.
- The Board holds the Library CEO accountable for the effective operation of the Library. As the Board's only employee, the CEO is its primary point of contact for organizational operations, performance, and conduct.

Advocacy

- Advocacy remains an important area for Board development. Priorities may shift with community and Library needs, funding pressures, and external factors such as the cost of digital collections. We encourage you to work with provincial and national library associations to present a strong, coordinated voice for public libraries.

Intellectual Freedom

- Intellectual freedom is foundational to Burlington Public Library. As an independent governing body, the Board is responsible for ensuring that the Library's policies, collections, services, and programs remain free from censorship and restrictions that conflict with intellectual freedom. In light of legislative changes in Alberta that limit the freedom to read, we encourage the incoming Board to defend intellectual freedom and local decision-making, resist similar censorship efforts, and uphold each person's right to choose what they read.

7. Decision Items: 7.4 Board Policy Report

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THAT the Burlington Public Library Board approve the Library Spaces Policy effective November 16, 2026, as presented.

THAT the Burlington Public Library Board approve the Staff Expertise and Customer Assistance Policy effective November 16, 2026, as presented.

THAT the Burlington Public Library Board rescind the:

- Room Rental Policy
- Safety of Children Policy
- Public Display of Art

Purpose

To seek the Board’s approval of the new Library Spaces and Staff Expertise and Customer Assistance Policy in alignment with the Policy and Documentation Framework.

Background

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

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

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

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

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

- Findability: Users can quickly locate needed information.
- Understandability: Information is clear on first reading.
- Actionability: Required actions for users or the library are obvious.
- Tone: Language remains welcoming and helpful, not punitive.
- Active voice: use active voice, say "You may borrow up to 50 items" rather than "Up to 50 items may be borrowed by the customer."
- Direct address: Speak directly to readers with pronouns like "we," "you," or "the library" for a conversational style.
- Logical Structure: Organize information using clear headings and bullet points instead of long, dense paragraphs.

- Common Vocabulary: Choose everyday words over complex ones.
- Grade 8 Rule: Aim for a reading level between Grade 6 and Grade 8.

Board Policy Structure

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

Library Services Policies

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

New Policy Name	Existing policies included:
Library Collections & Resources Policy	<ul style="list-style-type: none"> • Collections Development Policy • Borrowing Policy • Local History Policy • Ai Policy (currently Operational)
Digital Services & Technology Policy	<ul style="list-style-type: none"> • Technology Use Policy
Programming Policy	<ul style="list-style-type: none"> • Programming Policy
Spaces Policy	<ul style="list-style-type: none"> • Customer Experience Standard • Room Rental Policy • Safety of Children Policy • Public Display of Art
Staff Expertise Policy	<ul style="list-style-type: none"> • Customer Experience Standard • Protection of Privacy Policy • Ai Policy (currently Operational) • Intellectual Freedom

Governance & Oversight Policies

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

New Policy Name	Existing policies included:
Employee Conduct Policy	<ul style="list-style-type: none"> • Employee Code of Conduct

	<ul style="list-style-type: none"> • Protection of Customer Privacy • Gifts & Hospitality
Corporate Accountability Policy	<ul style="list-style-type: none"> • Development & Review of Policy • Risk Management Policy • Records Management Policy • Protection of Customer Privacy • Security Camera Policy • Ai Policy (Currently operational)
Finance Policy	<ul style="list-style-type: none"> • Finance Policy • Donations & Fundraising • Human Resources Policy (Compensation)
Workplace Well-being and Safety Policy	<ul style="list-style-type: none"> • Health & Safety Policy • Respectful Workplace Policy • Human Resources Policy • Right to disconnect (Currently operational) • Mental Health Policy (Currently operational) • Whistleblower Policy
Board By-law	<ul style="list-style-type: none"> • Board By-law • CEO Accountability
Equity, Diversity, Inclusion, and Access	<ul style="list-style-type: none"> • Accessibility Policy • EDI Policy • Rights of Children & Teens • Intellectual Freedom Policy
Collaboration and Partnership	<ul style="list-style-type: none"> • Sponsorship Policy • Community Bulletin Board Policy • Public Art Policy • Facility Naming Policy

Timeline

Month	Policies to be reviewed:
September	<ul style="list-style-type: none">• Board Bylaw (review)• Library Collections and Resources• Corporate Accountability
October	<ul style="list-style-type: none">• Board Bylaw (approval)• Library Spaces• Staff Expertise
November	<ul style="list-style-type: none">• Digital Services and Technology• Workplace Well-being & Safety• Collaboration and Partnerships (moved from September)• Equity, Diversity, Inclusion and Access (moved from October)• Employee Conduct (moved from October)
January	<ul style="list-style-type: none">• Finance• Programming

Discussion

There are the two policies for review under the new structure for this meeting. In drafting them, staff identified significant opportunities to consolidate content and improve clarity. For each policy, the draft policy document is attached there are no changes to the related Terms & Conditions for the Library Spaces policy at this time.

Library Spaces Policy

The draft Library Spaces Policy is included as Appendix A. The following existing policies of been reviewed and consolidated into this new policy:

- [Room Rental Policy](#)
- [Safety of Children Policy](#)
- [Public Display of Art](#)

Staff Expertise and Customer Assistance Policy

The draft Staff Expertise and Customer Assistance Policy is included as Appendix B. The following existing policies of been reviewed and elements were consolidated into this new policy:

- [Customer Experience Standard](#)
- Protection of Privacy Policy (rescinded)
- Ai Policy (currently Operational)
- [Intellectual Freedom](#)

Strategic Implications

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

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

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

Equity, Diversity & Inclusion Considerations

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

Sustainability Considerations

Not applicable

Risk Management

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

Related Policy

- [Board Bylaw](#)

Report Author(s)

Respectfully Lita Barrie, CEO.

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



Library Spaces Policy

Library Services Policy

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Purpose

This policy explains how Burlington Public Library (BPL) provides and manages welcoming, accessible, safe, and flexible public spaces. It sets expectations for how Library spaces are used and shared for learning, connection, work, study, leisure, and play.

Scope

This policy applies to anyone using BPL-controlled buildings, rooms, furnishings, amenities, display areas, and outdoor spaces. Additional requirements may appear in related terms and conditions, forms, and guidelines.

Definitions

Caregiver: A person responsible for the care, behaviour, and safety of a child while using the library.

Library space: Any indoor or outdoor area under BPL's control, including reading and study areas, children's spaces, program and meeting rooms, event spaces, display areas, entrances, and shared amenities.

Partisan: Strongly supporting one cause, leader, or group over another

Public exhibit: Artwork, creative work, or cultural or historical material displayed in a library space by an individual, group, organization, school, or public body.

Room user: A person, group, or organization that books or rents a BPL room or event space.

Universal design: Design that makes spaces and services usable by as many people as possible, without the need for separate or specialized arrangements wherever practical.

Statement of Policy

BPL provides clean, welcoming, accessible, and people-centred spaces where people from all walks of life can connect, learn, work, study, socialize, and play. We design and manage Library spaces to support a range of activities and balance individual preferences with the shared needs of the community.

BPL meets or exceeds applicable accessibility requirements and applies universal design principles when planning and improving spaces. We provide equitable access to basic amenities and distribute use of limited spaces fairly, transparently, and sustainably.

Everyone who uses library space contributes to a respectful environment by treating people with dignity, using spaces and resources for their intended purposes, following the law and BPL requirements, and responsibly supervising people in their care.

We review how people use our spaces and draw on customer feedback, accessibility considerations, service demand, safety, operational experience, and evolving community needs to improve spaces and related practices.

Policy Details

Your public library is a community place where different people use the same resources together. BPL welcomes everyone, regardless of identity, ability, circumstances, interests, or reason for visiting and removes barriers where reasonably possible.

We treat each other with dignity in library spaces and respect each person's choice to participate in activities, exhibits, and events without disrupting or preventing others from doing the same. We support and protect freedom of expression in accordance with Canadian law and applicable BPL policies. Everyone must use library space lawfully and safely, and follow designated uses, occupancy limits, reservations, and reasonable staff direction. Activities must not promote hatred or unlawful discrimination, endanger anyone, block emergency access, damage or misuse property, disrupt library operations, or interfere with others' lawful use.

Inclusive Design and Access

We balance accessibility, safety, comfort, durability, environmental responsibility, operational needs, and available resources when designing and maintaining BPL spaces. When we plan or change spaces, we meet or exceed applicable accessibility requirements, including the Accessibility for Ontarians with Disabilities Act, and apply universal design principles.

Our spaces support quiet study, socializing, group work, leisure, play, programs, and community gatherings, with activities varying by branch and area. We use layouts, furnishings, signs, technology, and staff guidance to help these activities coexist and that you can find and use spaces and amenities as independently as possible.

BPL provides basic amenities, including washrooms, seating, warming and cooling areas, and drinking water, according to each location's features and operating conditions. We use clear, equitable booking or time limits for spaces and amenities with limited availability. Some spaces are free and others have an approved low fee, which we communicate before confirming a booking.

We may temporarily restrict access for library programs, approved bookings, maintenance, safety, emergencies, or operational needs.

Political and Partisan Use

BPL maintains a position as an independent and impartial organization. Using BPL space for partisan political events, campaign activities, or lobbying is prohibited. Library space may be rented or used by BPL for civic engagement and non-partisan political activities such as voter awareness events, all candidates' debates, or polling stations.

Children and Caregivers

Children of all ages are welcome to use BPL collections, programs, services, and spaces. Parents and caregivers are responsible for the behaviour, safety, well-being, and supervision of children in their care and must use the same care they would in another public place.

Children under the age of 10 must be directly supervised by a responsible caregiver and may not be left alone in the library. When a child under the age of 10 attends a library program, the caregiver must remain in the library building and may be required to remain in the program space with the child depending on the program.

We assist children with library services but do not take on caregiver responsibilities. Staff follow applicable law and procedures to safeguard a child's immediate safety and well-being

Non-Endorsement

Use of BPL space by a collaborator, renter, or vendor does not imply endorsement of that organization, business, or individual's viewpoints, services, or products by BPL.

Sale of Goods and/or Services

Selling goods and/or services in BPL spaces is not allowed. Limited exceptions apply and require prior written permission from library management.

Booked and Rented Spaces

Use of library rooms is prioritized for BPL programs and services. BPL may then offer remaining availability for use or rent by community service providers, clubs, and non-profit organizations, and finally to individuals, businesses, and commercial groups.

Providing space does not mean BPL endorses a room user's ideas, messages, activities, or views.

Room users must keep activities within the booked space and may not solicit participation from general library visitors. Activities must respect library operations, and follow all booking or rental terms and conditions. They must not claim or imply any affiliation, endorsement, sponsorship, or partnership with BPL or use BPL's name, logo, or images without prior written permission. Written permission from BPL and all relevant permits are required for any regulated or licensed activities, such as serving alcohol or screening a film.

BPL may deny, cancel, or end a booking early if the use violates, or is reasonably likely to violate the law any BPL policy, or applicable terms and conditions. BPL may also act if the use creates a safety or security risk, damages property, or unreasonably disrupts library operations.

Public Exhibits

BPL may offer limited display space for exhibits, considering size, timing, suitability for the library environment, safety, accessibility, community engagement, and diverse cultural representation when reviewing submissions. A written agreement is required for all exhibits.

BPL makes all final decisions about selecting, placing, arranging, altering, and removing public exhibits in library spaces. Exhibitors must prepare, deliver, install, remove, and insure their work. BPL does not accept responsibility for loss of or damage to exhibited work, except where required by law.

Administration

The CEO or designate establishes and maintains the terms and conditions, procedures, and other operational documents needed to administer this policy consistently. BPL communicates applicable conditions before confirming a rental, booking, or exhibit and provides information and assistance as requested to ensure users understand and comply with these conditions.

Document Information	Details
Approved by	
Date	
Amended Dates	
Associated Documents	<p>Related Policies:</p> <ul style="list-style-type: none"> • Corporate Accountability Policy <p>Other Documents:</p> <ul style="list-style-type: none"> • Public Art Display Application • Customer Experience Standards • Room Rental Terms & Conditions • Free Meeting Rooms Terms & Conditions



Staff Expertise and Customer Assistance Policy

Library Services Policy

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Purpose

This policy explains how Burlington Public Library (BPL) staff use their knowledge, professional judgement, and guidance to help customers find and use library and community resources. We work within the scope of our expertise and support you to build knowledge, skills, and confidence to navigate resources independently.

Scope

This policy applies to all BPL employees, volunteers, students, and contractors who provide direct support to customers.

Definitions

Intellectual freedom: The right to seek, receive, explore, and express information and ideas, within the limits of the law, while respecting each person's privacy and freedom of choice.

Personal information: Recorded information about an identifiable person, such as name, address, telephone number, email address, date of birth, account activity, or correspondence.

Professional judgement: A staff member's ability to make informed decisions based on their role, training, BPL policies, reliable information, and the circumstances of the customer's request.

Referral: Providing information or personal introduction that helps a customer connect directly with an appropriate community organization, public service, or other resource.

Staff expertise: The knowledge, skills, and professional judgement staff use to help customers navigate information, collections, technology, library services, and community resources.

Statement of Policy

BPL staff provide knowledgeable, impartial, and courteous service that respects each customer's dignity, privacy, abilities, and choices. We:

- Listen to customers
- Help you identify what you need
- Connect you with suitable resources
- And guide you to use those resources on your own.

We use professional judgement, follow BPL policies, and seek help or make referrals when your request is beyond our role or expertise. BPL provides the training, information, and tools staff need to deliver consistent service and address gaps.

We use customer feedback, service trends, and community needs to improve and evolve our customer assistance.

Policy Details

Our approach to staff expertise and customer assistance focuses on guidance that builds skills. We work with customers, explaining and demonstrating steps when practical so they can build skills and handle similar tasks independently. We tailor support to customer needs, the service setting, available time, staff expertise, and operational demands.

- We offer tools that help customers explore resources and learn independently.
- You are responsible for your choices, accounts, devices, documents, transactions, and shared information.

Respectful and Inclusive Service

We welcome every customer and treat them with dignity, respect, empathy, and fairness. We listen to what each customer needs, and consider barriers related to accessibility, communication, language, technology, or other factors when we offer help.

- We serve customers without making assumptions about or judging their interests, choices, abilities, backgrounds, or information needs.
- We clearly explain what we can provide, and when other community resources may be more helpful.

Privacy, Confidentiality, and Customer Choice

We protect the privacy and confidentiality of each customer's questions, reading and viewing choices, account activity, and use of library services. We access, collect, use, or share personal information only as needed to provide library service. We obtain consent and follow law and BPL policy when collecting personal information.

- We only view or record personal information needed to provide service.
- We require customers to enter their own passwords and sign out of devices when finished.
- We do not assist with tasks that may expose a customer's private and sensitive information, including banking and personal health information.
- You may accept, decline, or stop help at any time.

Intellectual Freedom, Information, and Collections

We help customers explore BPL collections and resources through research support, reading recommendations, displays, and book lists. We provide impartial access to information, offer a range of viewpoints when relevant, and respect each customer's choices. One person's objection does not restrict another person's access.

- We use reliable sources to help customers navigate our collections, noting limitations,
- Access or assistance does not imply BPL or staff endorsement.

Technology Assistance

We help customers improve their digital literacy. We guide you through the basic functions and principles of library technology and services so you can build confidence, adaptability, and online safety awareness.

We provide guidance based on BPL services, approved tools, staff training, and available resources. When a request falls outside our scope, we connect customers with self-directed resources, learning opportunities, or other options in the community.

- We work alongside you to troubleshoot issues within our scope of service and knowledge.
- We show you how you can use technology independently rather than doing it for you.

Community Information and Referral

We maintain and use current, reliable sources and our knowledge of the local community to help customers find services that may meet their needs. We offer information, guidance, and referrals to help customers connect directly with community organizations and public services.

- We provide information and referral in a variety of formats that customers can access independently and with staff assistance.
- We do not act as counsellors, case workers, legal representatives, health professionals, financial advisors, or agents for another organization unless that work is part of an authorized BPL service and the staff member is qualified and assigned to provide it.
- A referral does not endorse or guarantee a service, eligibility, availability, quality, or outcome. Each organization sets its own services and requirements.

Outreach and Community Connection

We connect new and underserved audiences with BPL resources and services through outreach in the community and at library locations. We tailor information and support to each audience while upholding dignity, privacy, accessibility, intellectual freedom, and impartial service.

Document Information	Details
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Approved by	
Date	
Amended Dates	
Associated Documents	<p>Related Policies:</p> <ul style="list-style-type: none"> • Example <p>Other Documents:</p> <ul style="list-style-type: none"> • Customer Experience Standards