Staff Report to Council

Library Services

FILE: 01-0450-01/26

REPORT DATE:	November 01, 2026	**MEETING DATE:**	November 24, 2026
TO:	Mayor and Council		
FROM:	Jessica Armstrong, Library Manager		
SUBJECT:	**2027 Draft Business Plan - Pitt Meadows Public Library Services**		

CHIEF ADMINISTRATIVE OFFICER REVIEW/APPROVAL: M. Roberts / November 10, 2026

RECOMMENDATION(S):

THAT Council:

A. Receive for information the Pitt Meadows Public Library Services 2027 Draft Business Plan and Staff Report as presented at the November 24, 2026 Council Meeting; OR

B. Other.

PURPOSE

To present the 2027 Draft Business Plan for the Pitt Meadows Public Library.

☒ Information Report ☐ Decision Report ☐ Direction Report

DISCUSSION

LIBRARY SERVICES OVERVIEW

The mission of Pitt Meadows Public Library, a member of the Fraser Valley Regional Library (FVRL), is: "Opening minds. Enabling dreams". The library improves the quality of life for our community through knowledge, ideas, and experiences. The library provides free access to services, programs, and materials that increase literacies and contribute to the overall wellbeing of our community.

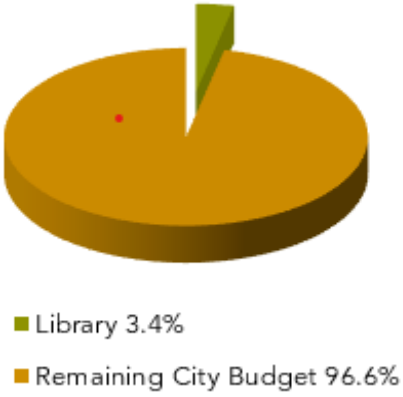
The Library lease agreement is about to come to its last extension. This will provide library services until early 2032. Over the next five years, Council will need to re-affirm or consider their

plans for the library beyond this time. This could include renegotiating the lease or consider options involving municipal assets.

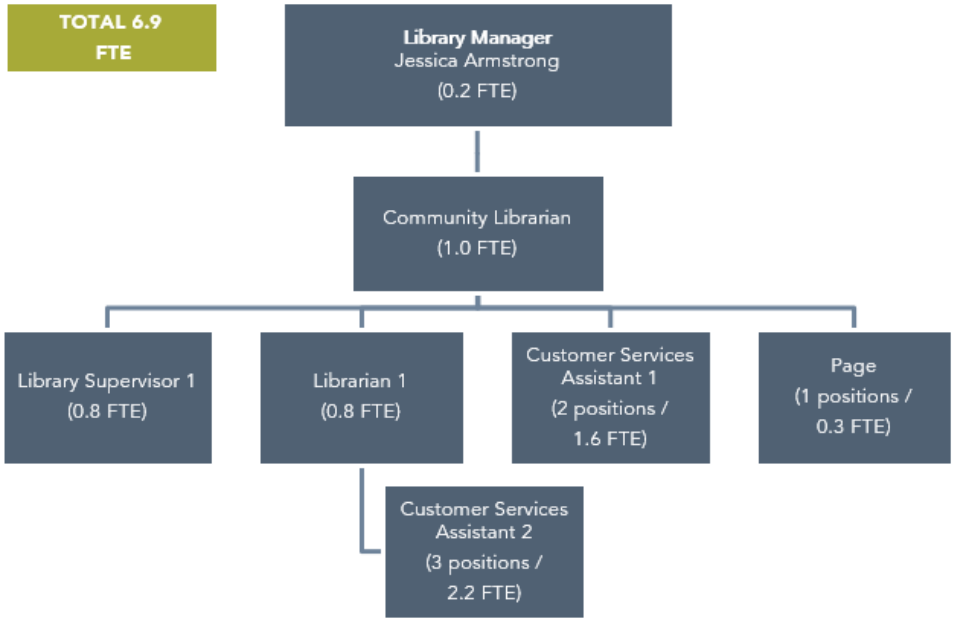
Operating Budget: $1,325,800

Capital Budget: None

% Share of overall City Budget: 3.4%



Staff Complement:



Forecasted Position Adjustments

None.

Key Performance Measures

The following table highlights key divisional statistics:

Performance Measure *[Strategic Priority]*	**2025 Actual**	**2026 Forecast**	**2027 Forecast**
Generative AI training *[Principled Governance]*	9 (staff)	2 (public)	11 (staff & public)
Library Sustainability initiatives *[Community spirit and well-being]*	6	8	9
Building Community Connections *[Community spirit and well-being]*	15	20	25

Deferred Projects

None.

2026 Achievements (Top 3)

- **INSTALLATION OF LIBRARY POD.** Thanks to a provincial grant many FVRL libraries, including Pitt Meadows, now have library pods. Our one-person library pods are a small enclosed space where customers can focus, create, connect online, or simply enjoy a quiet moment. *[Community Spirit and Wellbeing -Active Wellness]*

- **INCREASED STAFFING FLEXIBILITY TO SUPPORT PROGRAMMING.** The opportunity to make an adjustment to the make up of our staff by hiring an additional part time programmer allows the library to have more flexibility and predictability in programming. *[Community Spirit and Wellbeing – Recreation]*
- **ENGAGING WITH LOCAL FIRST NATIONS TO CONNECT AND INFORM OUR COMMUNITY.** Working with local educator and speaker Len Pierre we offered an evening program for members of the community to gain understanding of the Katzie First Nation and their history. Another session with this engaging and popular speaker is planned. *[Principled Governance – First Nations Relationship]*

Key Challenges for 2027

- **FINDING SPACE FOR LARGE PROGRAMS.** Although most of our programs fit cozily into our library, we do host some events that exceed the capacity of our spaces. As these are often popular children's events, we try to work with Pitt Meadows recreation staff to use their gym, but it is not always possible. Over the last year we have adjusted our space to increase the size of seating and gathering areas and we willl continue to do this where possible.
- **OVERCOMING LAST MINUTE STAFFING ISSUES.** Because our staffing levels are closely calibrated, if someone is unable to work at the last minute, it can sometimes be difficult to find enough staff to ensure adequate coverage.
- **SUPPORTING STAFF WITH DIFFICULT CUSTOMER SITUATIONS.** Encounters with difficult or volatile customers can be upsetting for staff. We continue to work hard to provide deescalation training and support.

Key Initiatives 2027

Strategic Priority	Initiative
Community Spirit and Wellbeing -Recreation	**REFRESH CHILDREN'S AREA.** Using funds from donations and grants, we plan to enhance our children's area by adding comfortable child-friendly seating and additional age appropriate toys.
Community Spirit and Wellbeing -Active Wellness	**ACCESSABILITY FOCUS.** We will be exploring ways of increasing accessibility for all the needs of our customers. This may mean incorporating assistive technology and tools within our spaces and website.
Principled Governance – Meaningful Engagement	**SPOTLIGHT ON OUTREACH OPPORTUNITIES.** With our increased staffing flexibility, we hope to be able to attend more outreach events and connect with the community more frequently.

PROPOSED OPERATING BUDGET

	2026 Approved Budget	2027 Proposed Budget	Proposed Changes for 2027		2028 Proposed Budget	2029 Proposed Budget	2030 Proposed Budget	2031 Proposed Budget
Expenses								
FVRL Library Services	$ 1,283,800	$ 1,325,800	$ 42,000	3.3%	$ 1,377,500	$ 1,431,200	$ 1,487,000	$ 1,545,000
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Net Operating Expenses	**$ 1,283,800**	**$ 1,325,800**	**$ 42,000**	**3.3%**	**$ 1,377,500**	**$ 1,431,200**	**$ 1,487,000**	**$ 1,545,000**
Key Budget Changes for 2027:								
FVRL Levy			42,000					
Change in Net Operating Expenses			$ 42,000					

PROPOSED CAPITAL BUDGET

None.

DECISION PACKAGE(S)

None.

PUBLIC PARTICIPATION

☒ Inform ☐ Consult ☐ Involve ☐ Collaborate ☐ Empower

KATZIE FIRST NATION CONSIDERATIONS

Referral ☐ Yes ☒ No

SIGN-OFFS

Written by:	**Reviewed by:**
Jessica Armstrong, Library Manager	Mark Roberts, Chief Administrative Officer

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ATTACHMENT(S):

None.