



**VPL BOARD**  
**Regular Meeting Minutes**  
**Thursday, May 26, 2016**

Minutes of the VPL Board Regular Meeting held on Thursday, May 26 2016 at 5:30 p.m. in the Morris J. Wosk Boardroom at 350 West Georgia Street, Vancouver, B.C.

<b>Present:</b>	Carellin Brooks		
	Amanda Card		
	Jennifer Chan	—	Vice Chair
	Kyla Epstein		
	Suki Grewal		
	Karen Hoffmann		
	Gordon Ross		
	John Schaub	—	Vice Chair (Acting Chair)
	Rhonda Sherwood		
	Clr. Tim Stevenson	—	City Council Representative
<b>Absent:</b>	Allan Wong	—	Vancouver School Board Representative
<b>Absent:</b>	Mary Lynn Baum	—	Chair
	Catherine Evans	—	Vancouver Park Board Representative
<b>Management Present:</b>	Sandra Singh	—	Chief Librarian
	Christina de Castell	—	Director, Collection & Technology
	Shelagh Flaherty	—	Director, Library Experience
	Diana Guinn	—	Director, Neighbourhood & Youth Services
	Samantha Pillay	—	Director, Human Resources
	Amanda Pitre-Hayes	—	Director, Planning & Projects
<b>Absent:</b>	Eric Smith	—	Director, Corporate Services & Facilities
<b>Staff:</b>	Stephen Barrington	—	Manager, Marketing & Communications
	Liz Simon	—	Manager, Neighbourhood Services
	Julie Iannacone	—	Senior Manager, Services to Children & Teens
	Megan Langley	—	Manager, Neighbourhood Services
<b>Guests:</b>	Judith Neamtan	—	President, Friends of VPL
	Ann True	—	Secretary, Friends of VPL
	Zhe Xuan Choo	—	Treasurer, Friends of VPL
	Aliza Nevarie	—	President, CUPE 391
	Gary Jarvis	—	Member, CUPE 391
	Jenny Marsh	—	Director of Development, VPL Foundation

**Recording****Secretary:** Chrysalyn Tolentino — Executive Assistant**PRESENTATIONS****1. Retirement – Shelagh Flaherty, Director, Library Experience**

Trustee Carellin Brooks spoke about Shelagh Flaherty's contribution to the Library and presented Shelagh a framed photograph from Special Collections on behalf of the Library Board in recognition for her outstanding service to VPL. Shelagh officially retires on June 10<sup>th</sup>.

**2. Cheque Presentation – Friends of VPL**

The Friends of VPL Board members Judith Neamtan, Anne True and Zhe Xuan Choo presented the Library Board with a cheque for the amount of \$46,000 which will be used to fund a wide range of activities and programs across the system. The Friends will also present a \$40,000 cheque to the VPL Foundation towards the Capital Campaign effort.

**3. IFLA**

Collections & Technology Director Christina de Castell presented her experiences when she was seconded to the International Federation of Library Association (IFLA) for 10 months from 2014 to 2015. Christina acted as Manager of Policy and Advocacy where she represented libraries around the world at global forums and events, identified emerging information rights and access issues, planned policy and activities, and ensured the development of programs that incorporated advocacy issues.

**ADMINISTRATION****4. Minutes**

The draft minutes of the Regular Meeting held April 27, 2016 were presented to the Chair for approval.

Moved by Suki Grewal and seconded by Carellin Brooks

*THAT the draft minutes of the Regular Meeting held April 28, 2016 be approved as amended.*

**CARRIED UNANIMOUSLY**

## REQUEST FOR INFORMATION

### ➤ **CUPE Local 391**

Aliza Nevarie, President, CUPE 391 reported that she attended the CUPE BC Convention from April 27-30, 2016. CUPE 391 also held their Annual General Meeting where she was officially elected president for a two-year term. Aliza also attended BCLA with Jane Curry where CUPE BC presented a report on Health and Safety. CUPE 391 also donated some funds to benefit African Libraries.

### ➤ **Friends**

Judith Neamtan, President, Friends of VPL reported that they are holding their used book sale this week, and noted that they have over 60 volunteers which included six RBC employees who participated as part of RBC's "Days of Service". RBC will donate \$1,000 to the Friends. Judith also thanked the Marketing & Communications staff for publicizing the event. The Friends held their Annual General Meeting on April 30 and the attendees toured Level 9 and the Inspiration Lab. Judith was elected as president for one more year. Judith added that the membership and revenues are slightly up compared to last year.

### ➤ **VPL Foundation**

Jenny Marsh, Director of Development, reported that she attended the Friends' Annual General Meeting and conducted a tour of Level 9. The VPL Foundation completed their 2015-2016 direct mail campaign and received over \$4,000 in donations. All proceeds will go to Teen Services. Jenny noted that the revised version of the Capital Campaign case support report is being drafted and will be completed in July. Jenny also noted that the VPL Foundation Board is recruiting prospective board members.

### ➤ **British Columbia Library Trustees Association**

Chief Librarian Sandra Singh congratulated Commissioner Catherine Evans for receiving the Super Trustee Award during the BCLTA Conference. She thanked Trustee Kyla Epstein for spearheading Catherine's nomination.

### ➤ **InterLINK**

No report.

### ➤ **VPL Trustees**

Vice Chair Jennifer Chan attended the Joe Fortes 40<sup>th</sup> anniversary celebration with Trustee Carellin Brooks.

Trustee Kyla Epstein welcomed the grade 5 students who attended author Richard Scrimgeour's event at Hastings Branch. Kyla attended the BCLA Conference and noted

that it was great to see VPL staff present at the conference. She added that the conference had a great theme this year. Kyla also attended the BCLTA Conference and acknowledged Kay Cahill's presentation of the Memorial Quilt, which was clearly the best presentation at the conference. Kyla participated in the selection of the digital artist for the náčá?mat ct Strathcona Branch, and introduced the Storyteller-in-Residence at Renfrew Branch.

Trustee Suki Grewal met with her Council liaison, Clr. Kerry Jang, attended the Poetry Reading workshop at South Hill Branch on May 3<sup>rd</sup>, Philosophers' Café at Oakridge on May 20<sup>th</sup>, and attended the BCLTA Annual Conference.

VSB Trustee Allan Wong reported that the deadline to adopt the Vancouver School Board's budget is on June 30. The Long Range Facilities Plan will be officially adopted on May 31<sup>st</sup>. Staff will be presenting a report on June 20 that outlines the school closures; the VSB Board will meet with those schools slated for closure. The VSB Strategic Plan will be adopted by the end of June and VSB staff have reached out to a number of stakeholder groups including VPL with the survey.

Trustee Rhonda Sherwood noted that she was off from the Board for one month due to work commitment. Rhonda met with her MLA liaison, Minister of Justice Hon. Suzanne Anton, and toured Collingwood Branch together with Diana Guinn and Collingwood Branch Head Sophie Middleton on May 20<sup>th</sup>.

Trustee Amanda Card attended on behalf of the VPL Board the one-day Provincial Strategic Planning day on May 11<sup>th</sup>. Amanda also attended the BCLTA Conference, introduced Comic book author Faith Erin Hicks at Fraserview on May 19<sup>th</sup> and attended the Poetry event at Hasting Branch on May 10<sup>th</sup>.

Trustee Karen Hoffmann is working to connect some branches with VanCity services manager to see if there are some events that they can coordinate. She made some few referrals to the Inspiration Lab and getting the word out about this service.

Trustee Gordon Ross met with his Council liaison, Clr. Raymond Louie in April. He also attended the annual meeting of the VPL Trust, attended some strategic planning sessions and visited branches. He is looking forward to visiting Terry Salman Branch in his role of liaison to this branch.

Trustee Carellin Brooks attended the Joe Fortes anniversary celebration with Trustee Jennifer Chan. She also attended BCLA where she enjoyed the presentations by library technicians as well as Councillor Andrea Reimer's presentation. Carellin attended the

BCLTA conference and listened to Trustee Kyla Epstein's presentation entitled "Public Libraries in the Public Realm". Carellin watched Commissioner Catherine Evans receive her Super Trustee award during the BCLTA AGM. Carellin attended a rally on the Board of Education budget.

Acting Chair John Schaub reported that he visited the Catalan library in Barcelona.

## **ITEMS FOR DECISION**

### **5. VPL 2020 Strategic Plan Outline**

The Community Relations, Planning & Development Committee recommended that the Board approve the Outline that illustrates the elements intended for inclusion in the final Strategic Plan. Staff will start background work once the Board approves the Outline.

Moved by Kyla Epstein and seconded by Amanda Card

*THAT the Board approve the Vancouver Public Library's 2020 Strategic Plan Outline.*

**CARRIED UNANIMOUSLY**

### **6. Protection of Privacy Policy**

The Protection of Privacy Policy was updated to reflect the current innovations in delivering service to library patrons that uses personal information such as VPL's eNewsletter, patron self registration for programs, and new digital products that require separate accounts with vendors to use a library collections. The accompanying administrative guidelines were also updated to ensure compliance with the Freedom of Information and Protection of Privacy Act (FIPPA). Staff expressed their appreciation to Trustee Jennifer Chan who reviewed an early draft of the policy. Trustee Jennifer Chan noted a suggested revision for Section 5 and will provide the wording changes.

Moved by Amanda Card and seconded Gordon Ross

*THAT the Board adopt the revised Protection of Privacy Policy with amended wording recommended by Trustee Jennifer Chan.*

**CARRIED UNANIMOUSLY**

### **7. Recording Studio - Missed Booking Fines and Suspensions**

Staff outlined some challenges with patrons who are not showing up for Inspiration Lab sound booth bookings and lack of sound booth availability for walk in patrons. The Board

discussed extensively the recommendations to set fines and staged system-wide removal of library privileges (bans) for no shows. Trustees noted that there should be no fines for the first offense.

Moved by Kyla Epstein and seconded Carellin Brooks

*THAT the fines and suspension of recording studio privileges be set as follows:*

	Fine	Duration of Recording Studio Use Suspension
1 <sup>st</sup> Missed booking	\$0	Conversation about impact on other users and consequences of next missed booking
2 <sup>nd</sup> Missed booking	\$10	2 weeks
3 <sup>rd</sup> Missed booking	\$10	3 months
4 <sup>th</sup> Missed booking	\$10	1 year

The Board agreed to separate the motions for more clarity.

Moved by Kyla Epstein and seconded by Amanda Card

*THAT a non-cumulative reset of patron records happen after a period of time to be determined by staff.*

**CARRIED UNANIMOUSLY**

#### **8. Consulting Services Award of Contract: Central Library Functional Programming**

Staff sought Board approval to sole source consulting services to Resource Planning Group Inc. (RPG) for the further development of area-specific functional programs within the Central Library, based on the Central Library Master Plan, for the purpose of planning for the relocation of the City of Vancouver Archives to the Central Library. The City's Real Estate and Facilities Management (REFM) Department and the Library team agreed that the optimal solution for this work was to re-engage RPG to work on this Functional Program because of their familiarity with Central Library as well as their work on the Archives Accommodation Study.

Moved by Karen Hoffmann and seconded Gordon Ross

*THAT the Board approve a sole source consulting contract with Resource Planning Group Inc. (RPG) for \$74,000 to develop a functional program for the*

*City of Vancouver Archives at the Central Library as well as for five related areas of the Central Library.*

**CARRIED UNANIMOUSLY**

## **ITEMS FOR CONSENT**

Moved by Kyla Epstein and seconded by Gordon Ross

THAT the following Board reports be approved on consent:

- Quarterly Metrics – Q1 2016  
*THAT the Library Board receive the report for information.*
- April 30, 2016 Financial Report  
*THAT the Library Board receive the report for information.*
- Draft Minutes – May CRPD Committee Regular Meeting  
*THAT the Library Board receive the draft minutes for information*
- Strategic Planning Progress Update  
*THAT the Library Board receive the update.*
- náčá?mat ct Strathcona Update  
*THAT the Library Board receive the update.*
- 2015 Annual Operating Report (deferred to June)  
*THAT the Library Board receive the report for information.*
- Correspondence  
*THAT the Library Board receive the letter for information.*

**CARRIED UNANIMOUSLY**

## **ITEMS PULLED OUT OF CONSENT**

### **9. Activity Reports: Central and Branches – April 2016**

Trustee Carellin Brookes shared her kudos to the Accessible Services team who went to great lengths to ensure that a patron, who is homebound and in her 90s, participate in the SFU Writer's Studio Writing Consults program. She thanked branches who have implemented the Reading Buddies program, and was thrilled to read about the tour of Carnegie Centre that resulted in a donation to the branch, as well as the story about the patron who was happy that his fines were waived and he can check out book once again. She also congratulated Dunbar staff for hosting a poetry event featuring three award-winning B.C. poets.

Trustee Kyla Epstein expressed appreciation to staff for participating in the West Broadway BIA's strategic planning session. She also thanked the City for providing additional funding for branch staffing in Carnegie for the remainder of 2016.

Trustee Gordon Ross thanked the Special Collections staff for hosting a tour for the family of Philip Timms whose photographs are one of the earliest additions to VPL's Historical Photographs collection.

Trustee Rhonda Sherwood was pleased to note that strategic plan initiatives are really evident in branches.

Moved by Carellin Brooks and seconded by Allan Wong

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

#### **10. Branch Information Services Evaluation Report**

Trustee Amanda Card noted that she had heard a lot of positive comments from staff regarding the evaluation and she also noted that some Library Assistant staff indicated that they would like to get more training.

Trustee Kyla Epstein posed a few question regarding patrons completing the exit survey and asked staff to glean information on patron behaviors and use these to inform the strategic plan.

Trustee Karen Hoffmann noted that the report was very well written.

Diana Guinn, Neighbourhood & Youth Services noted that the recommendations are based on the discussion with staff and the results of the Library Assistant Self-Assessment Survey. The Branch Staffing Review report will be brought back to the Board.

Moved by Amanda Card and seconded by Suki Grewal

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**



## 11. 2016 Q1 Strategic Plan Report

Trustee Karen Hoffmann sought clarification on the completion of initiatives. Chief Librarian Sandra Singh replied that these are identified in milestones area, and acknowledged that completed initiatives should have been gathered at the back of the report and only progress is shown per initiative.

Trustee Carellin Brooks noted that the report contains grammatical errors including inconsistent use of present and past tenses. The Chief Librarian noted that the reports are submitted by multiple people. Trustee Brooks also inquired why the “One Book One Vancouver” program was cancelled or deferred. Sandra noted that this program was cancelled due to staff capacity and could be revisited in the next strategic plan. She noted that VPL offers extensive programs in support of local writers.

Trustee Kyla Epstein noted that the Board decided late last year that it would like to change reporting, but agreed to wait until the next strategic plan for implementation. She added that a progress/phase way reporting will be implemented in the VPL 2020 Strategic Plan.

Moved by Karen Hoffmann and seconded by Jennifer Chan

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

## ADJOURN

There being no further business, the Acting Chair declared the meeting adjourned at 8:00 p.m. and moved to in-camera.

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John Schaub, Acting Chair

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Sandra Singh, Secretary