



Minutes of the VPL Board Regular Meeting held on Wednesday, February 27, 2019 at 5:30 p.m. in the Morris J. Wosk Boardroom at 350 West Georgia Street, Vancouver, B.C.

| | | | |
|-------------------|------------------------|---|---|
| Present: | Jennifer Chan | — | Vice Chair |
| | Zahra Hussein | | |
| | Rebecca Jules | | |
| | Kevin Lowe | | |
| | Stuart Mackinnon | — | Vancouver Park Board Commissioner |
| | Raji Mangat | — | Vice Chair |
| | John Schaub | — | Chair |
| | Rhonda Sherwood | | |
| Absent: | Clr. Christine Boyle | — | Vancouver City Councillor |
| | Kurt Heinrich | | |
| | Barbara Parrot | — | Vancouver School Board Trustee |
| | Harlan Pruden | | |
| Management | | | |
| Present: | Christina de Castell | — | Chief Librarian |
| | Dawn Ibey | — | Director, Library Experience |
| | Julia Morrison | — | Director, Corporate Services & Facilities |
| | Balwinder Rai | — | Director, Human Resources |
| Absent: | Kay Cahill | — | Acting Director, Collections & Technology |
| | Julie Iannacone | — | Director, Neighbourhood & Youth Services |
| | Carol Nelson | — | Director, Planning & Communications |
| Staff: | Sophie Middleton | — | Manager, Neighbourhood Services |
| | Patricia Chong | — | Manager, Policy & Planning |
| | Scott Fraser | — | Manager, Marketing & Communication |
| Guests: | Ann True | — | President, Friends of VPL |
| | Jenny Marsh | — | Director of Development, VPL Foundation |
| | Rose Terzariol | — | Member, VPL Foundation |
| | Tristan Klassen | — | Manager, Philanthropy, VPL Foundation |
| | Sarah Andersen | — | Development Coordinator, VPL Foundation |
| | Rebecca Jackson-Harrop | — | Development Officer, VPL Foundation |
| | Kari Scott-Whyte | — | President, CUPE Local 391 |
| | Julian Key | — | Member-at-Large, CUPE Local 391 |
| | Gloria Hershorn | — | Member-at-Large, CUPE Local 391 |

PRESENTATION

1. 2018 Public Survey – Insights West

Patricia Chong, Manager of Policy & Planning, presented for Trustee information the results of the 2018 Public Opinion Survey conducted by Insights West. The survey measured perceptions, satisfaction, awareness of and familiarity with library services and compared these with prior year results where possible. VPL's overall satisfaction with services remains extremely strong, usage has increased, ratings on two of the three KPIs have improved, and high awareness of services exists, with the opportunity to convert awareness into familiarity and usage. Vancouverites have an exceptionally favourable perception of VPL and views VPL as an iconic brand. Next steps include undertaking a communication campaign including a press release to highlight the extremely positive findings, ramp up communication on VPL's products and services, promoting special events that gives people a reason to visit the Library, investigating reasons behind lower favourable perceptions among youth, and continuing to build on the VPL brand. Highlights will be summarized in a brief document for Trustees to share with City Council and their MLA liaisons. The Board was impressed with the fantastic results and congratulated staff for their great work.

ADMINISTRATION

2. Removal of Items from Consent Agenda

No agenda items were pulled out of consent.

3. Approval of the Agenda

Moved by Rebecca Jules and seconded by Zahra Hussein

THAT the Board approve the regular meeting agenda as received

CARRIED UNANIMOUSLY

4. Approval of the items for Consent

Moved by Zahra Hussein and seconded by Rebecca Jules

THAT the following Board reports be approved on consent:

- Monthly Outcomes Report – January 2019

THAT the Library Board receive the report for information.

- Draft Minutes – February CRPD Committee Regular Meeting
THAT the Library Board receive the draft minutes for information.
- VPL 2020 Quarterly Progress Report – Q4 2018
THAT the Library Board receive the report for information.
- Draft Minutes – February SFHR Committee Regular Meeting
THAT the Library Board receive the minutes for information.
- Reserve for Library Gifts and Grants – 2018 Summary
THAT the Library Board receive the report for information.
- December 31, 2018 and January 31, 2019 Operating Results
THAT the Library Board receive the report for information.
- Privacy Audit
THAT the Library Board receive the report for information.

CARRIED UNANIMOUSLY

5. Minutes

The draft minutes of the Inaugural Meeting held January 23, 2019 were presented to the Board for approval.

Moved by Stuart Mackinnon and seconded by Rhonda Sherwood

THAT the draft minutes of the Regular Meeting held January 23, 2019 be approved as received.

CARRIED UNANIMOUSLY

The draft minutes of the Special Board Meeting held February 6-8, 2019 were presented to the Board for approval.

Moved by Rebecca Jules and seconded by Raji Mangat

THAT the draft minutes of the Special Board Meeting held February 6-8, 2019 be approved as received.

CARRIED UNANIMOUSLY

REQUEST FOR INFORMATION

➤ CUPE Local 391

Kari Scott-Whyte, President of CUPE 391, reported that the Union sent their entire bargaining committee to a bargaining workshop to prepare for the upcoming collective

bargaining. She worked on broadening communications with members, and visited several branches including Hastings, Kitsilano and Oakridge. She is also working on the CUPE 391 website and Twitter accounts, and commented on the expanded OH&S Committee.

➤ **Friends**

Ann True, President, Friends of VPL reported that last month they held a volunteer appreciation lunch and a tour of Levels 8 & 9. She added that the Friends will hold their spring sale from May 2-4, 2019.

➤ **VPL Foundation**

Jenny Marsh, Executive Director of the VPL Foundation reported that their bi-annual appeal will be conducted in the spring and fall. They are seeking major gifts and continue to look for prospects for the next phase of the Storeys That Transform campaign. The VPL Foundation is also getting ready for the 2019 gala to be held in September.

➤ **VPL Trustees**

Trustee Rhonda Sherwood is in the process of setting up an appointment with her MLA liaison; she also recently visited West Point Grey Branch. Rhonda reminded Trustees to support and register for the BCLTA Summit which will be held on May 11.

Trustee Rebecca Jules is also in the process of booking an appointment with her Council liaison.

Vice Chair Raji Mangat attended the Indigenous Storyteller-in-Residence last month, shared the e-content for library campaign on social media, and visited South Hill and Oakridge branches.

Trustee Zahra Hussein thanked Julie Iannacone for facilitating the tour of branches on February 16 as part of their new Trustee orientation. She will be meeting with her council liaison and planning to visit Oakridge branch soon.

Trustee Kevin Lowe also thanked Julie for the branch tour, has reached out to his MLA and council liaisons, and attended the Indigenous Storyteller-in-Residence event.

Vice Chair Jennifer Chan is in the process of reaching out to her branch liaisons.

Board Chair John Schaub attended the inaugural Indigenous Storyteller-in-Residence event.

ITEMS FOR DECISION

6. Revised VPL Trust Appointment

Staff brought back a report to correct the appointment term from one year to two years as per VPL Trust Indenture.

Moved by Rhonda Sherwood and seconded by Kevin Lowe

THAT the Board appoint Raji Mangat as representative to the VPL Trust for a term of two years.

CARRIED UNANIMOUSLY

7. 2020-2023 Strategic Plan Steering Committee

The Chief Librarian noted that the Community Relations, Planning & Development Committee discussed and agreed on the approach and timeline for the development of the 2020-2023 VPL Strategic Plan. The Committee agreed to be appointed in the role of the steering committee and be involved in the selection of a consultant by participating in the interview process and providing feedback to staff. All trustees will participate in strategic planning workshops. Trustees are welcome to attend CRPD meetings and participate in the selection process if they choose.

Moved by Jennifer Chan and seconded by Raji Mangat

THAT the Board appoint the Community Relations, Planning & Development Committee as the Steering Committee for the 2020-2023 VPL Strategic Plan project.

CARRIED UNANIMOUSLY

8. CRPD and SFHR Committee Terms of Reference

Chief Librarian Christina de Castell noted that the Community Relations, Planning & Development and the Services, Finance and Human Resources Committees reviewed the Terms of Reference and recommended approval of these as presented. Trustees sought clarification if the Friends of VPL and VPL Foundation liaisons should serve under the Community Relations, Planning & Development Committee. Christina noted that this was recommended in the past and can be discussed at the Governance Committee meeting.

Moved by Rhonda Sherwood and seconded by Raji Mangat

THAT the Board approve the 2019 CRPD and SFHR Terms of Reference as presented.

CARRIED UNANIMOUSLY

NEW BUSINESS

9. Vancouver School Board

Park Board Commissioner Stuart Mackinnon sought information regarding the relationship between the Library and Vancouver School Board. The Chief Librarian responded that staff will provide an information at a future meeting.

ADJOURN

Moved by Rhonda Sherwood and seconded by Kevin Lowe

There being no further business, the Chair declared the meeting adjourned at 7:15 p.m. and moved to in-camera as per Board Procedure Policy 5(n)(10) *Negotiations and related discussions respecting the proposed provision of an activity, work or facility that are at their preliminary stages and that, in the view of the Board, could reasonably be expected to harm the interests of the Library if they were held in public.*

John Schaub, Chair

Christina de Castell, Secretary