

Dear VPL Board Members -

My name is [REDACTED], a citizen of Vancouver and a retired VPL Branch Head (retired about 2 years now). Renfrew Branch was my last Branch Head posting in the system.

I write to you out of a sense of puzzlement. On the City of Vancouver website, www.vancouver.ca, there are write-ups for areas of the City, and each of those write-ups includes a list of links for 'Local Services'. Renfrew Branch, is missing from the 'Local Services' listings for its area, Renfrew-Collingwood, <http://vancouver.ca/news-calendar/renfrew.aspx>. As far as I can see all other VPL library branches are represented in their respective area's Local Services listings. In fact, the Renfrew-Collingwood listings do include a listing for the Collingwood Branch, but not for the Renfrew Branch. So the largest library branch in the system does not appear to be referenced on the City of Vancouver's webpage.

I tried to take this matter forward myself both when still working, and since my retirement:
- when I was the Renfrew Branch Head, I contacted Vancouver's 311 service in the Fall of 2013 several times, asking if they could let the appropriate city body know about this. A link did not appear.

- I contacted Chief Librarian Sandra Singh shortly after I retired, bringing this to her attention. She told me she would refer the matter to VPL's Digital Services who would work with the City to fix this. A link did not appear.

- I contacted Renfrew Branch Head Jan Fu about the matter about a year after i retired. She told me she would contact VPL's Digital Services regarding this matter. To date, a link has not appeared.

I find this situation odd. I remember when I was assigned to Renfrew Branch as Branch Head that I was told that there was an issue with the branch's visibility to its local and at-large community. To me, the fact that reference to the branch is basically invisible through City information sources is not helping here; with local community development like the Norquay Village Project and the Kensington Gardens Project both underway, I think it is important to get a link for Renfrew Branch put into that area's Local Services links as soon as possible.

I would like to ask the Board to please direct Library Staff to follow up with the City to get this omission rectified promptly, and I would suggest that the Board ask for an update from Library Staff when the link is actually put up on the city's webpage.

I'll continue to keep checking myself, and I look forward to seeing the link when it's put in. I appreciate the Board's time on this matter.

With sincere thanks

[REDACTED]

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Vancouver Public Library

Office of the Chair

March 24, 2016



Dear [REDACTED],

Thank you for your letter regarding the City's website for the Renfrew-Collingwood area and the fact that the Renfrew Branch was not included in the "Local Services" listings there. And thank you as well for your many attempts over several years to rectify this situation.

I am happy to report that the link to the Renfrew branch is now on the City's website. If you go to <http://vancouver.ca/news-calendar/renfrew.aspx> and scroll down you will now find it there.

I agree with you that it was odd that it took so long to get this corrected, but I am pleased that it is done at last.

Thank you for bringing this to our attention and your determined efforts.

Best regards,

Mary Lynn Baum
VPL Board Chair

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