



Minutes of the VPL Board Services, Finance & Human Resources Committee Regular Meeting held on Wednesday, February 19, 2020 at 5:35 p.m. in the Morris J Wosk Boardroom at 350 West Georgia Street, Vancouver, B.C.

**Present:** Jennifer Chan  
Zahra Hussein  
John Schaub  
Rhonda Sherwood — SFHR Committee Chair

**Absent:** Raji Mangat

**Management**

**Present:** Christina de Castell — Chief Librarian  
Kay Cahill — Director, Collections & Technology  
Julie Iannacone — Director, Neighbourhood & Youth Services  
Dawn Ibey — Director, Library Experience  
Julia Morrison — Director, Corporate Service & Facilities  
Carol Nelson — Director, Planning & Communications  
Balwinder Rai — Director, Human Resources

**Guest:** Kari Scott-Whyte — President, CUPE 391

**Recording**

**Secretary:** Chrysalyn Tolentino — Executive Assistant

**ADMINISTRATION:**

**1. Approval and Additions to the Agenda**

Moved by John Schaub

*THAT the Committee approve the regular meeting agenda as amended.*

**CARRIED UNANIMOUSLY**

**2. Minutes**

The Chief Librarian presented the draft minutes of the Regular Meeting held February 19, 2020 for approval by the Committee.

Moved by Jennifer Chan

*THAT the draft minutes of the Regular Meeting held February 19, 2020 be approved as received.*

**CARRIED UNANIMOUSLY**

## **DELIVERY OF LIBRARY SERVICES**

### **3. Provincial Library Grants**

Carol Nelson, Director of Planning & Communication provided an overview of the annual report submitted to the Provincial Library Branch highlighting and identifying our activities in the past year that align with the Province's priorities for public library service and demonstrate how we are meeting their goals. Trustees shared their appreciation for staff for putting this together and the stories reminded them of the achievements last year. The Chief Librarian encouraged Trustees to use these good news stories to share with their Council and MLA liaisons to advocate on behalf of the Library.

Moved by Zahra Hussein

*THAT the Services, Finance & Human Resources Committee receive the report for information.*

**CARRIED UNANIMOUSLY**

### **4. COVID-19 Service Closure Update**

Directors provided some updates on the activities staff are involved in this week:

- Julie Iannacone shared that supervisors have been supporting staff; branch staff continues to provide email and telephone support for the public; contacting community partners and talking to them about programs we are cancelling as well as planning to reconnect with them to reschedule these programs; and working on collections including shelf reading. Children's staff are working on enhancing online and social media content for children and families in conjunction with Marketing & Communications and Digital Services. Staff from West Point Grey created a window display sending out a message of comfort and sharing information about digital resources to their neighbourhoods.
- Dawn Ibey reported that Information Services staff is answering questions from the public via phone and email, creating reading lists and book lists focusing on e-resources and eBook formats, as well as updating the information guide for COVID-19. InfoAction staff continue to work on their client files. Circulation staff are signing up patrons for library cards by phone and online so that they can access our digital resources, checking-in materials and doing collection maintenance work.

Programming & Learning staff is primarily connecting with partners so that they can be confident about rescheduling programs when we re-open.

- Kay Cahill noted that Technical Services staff continue to process materials. Digital Services are working on getting our digital branch up and running, expanding e-resources, and offering one-on-one coaching, tutorials etc. They are ramping up purchasing eBooks for children. The Web team is working with Children & Teen Services in overhauling children's content on our website. Our Systems staff are focused on new and expanded work at home solutions. Kay shared the good news that two out of the five major publishers have abandoned their embargoes on eBooks.
- Carol Nelson reported that her team was busy with preparatory work for public information early in the week and has been working well with the City coordinating messaging. Staff continues to monitor media and creates social media content; we have been receiving very positive response from patrons.
- Christina de Castell is focused on working with the Emergency Operations Centre to ensure that critical services continue and identifying opportunities for skills matches so that staff could be redeployed to other City departments.

Trustee Hussein noted her appreciation that the Library offers services in many ways and asked if the Library could send an email update to all library card holders. Carol responded that we have sent an advisory email to all our e-newsletter subscribers. Trustee Schaub asked staff to consider creating a good news story out of the publishers abandoning their embargoes. Christina added that Tumble Books are offering their materials free and Scholastic Canada is permitting online story time with their materials.

Board Chair Chan asked how social distancing at the work place is working. Christina noted that we have communicated to staff on social distancing, proper hand washing and staying home when they are sick, however, sometimes it is really hard to break the habit of gathering. We are asking staff not to gather in large groups and to maintain two meters from each other. Staff have been taking advantage of the large space here at Central Library and we are able to spread staff around and use the public computers. Julie Iannacone noted that branches are smaller but they have now the public area to use as well. Board Chair Chan inquired about outreach services to the ASV patrons. Christina noted that our assessment for drop off of materials for homebound patrons concluded that we should stop for now as the data for transmission from books is still not clear. However, we will restart if/when we can establish safe protocols.

Moved by Jennifer Chan

*THAT the Services, Finance & Human Resources Committee receive the report for information.*

**CARRIED UNANIMOUSLY**

**ADJOURN**

There being no further business, the Chair declared the Regular meeting adjourned at 5:58 p.m. and moved to an In Camera meeting pursuant to Section 7(o)(iii) *Labour Relations and other employee relations*.

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Rhonda Sherwood, Chair

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Christina de Castell, Secretary