Minutes of the VPL Board Regular Meeting held on Wednesday, September 23, 2015 at 6:00 p.m. in the Morris J. Wosk Boardroom at 350 West Georgia Street, Vancouver, B.C.

Present:  Mary Lynn Baum — Chair  
          Carellin Brooks — Arrived at 7:45 p.m.  
          Amanda Card  
          Jennifer Chan — Vice Chair  
          George Chow  
          Kyla Epstein  
          Catherine Evans — Vancouver Park Board Representative  
          Naveen Girn  
          Gordon Ross  
          John Schaub — Vice Chair  
          Clr. Tim Stevenson — City Council Representative  
          John Swift  

Absent:  Allan Wong — Vancouver School Board Representative  

Management  
Present:  Sandra Singh — Chief Librarian  
          Shelagh Flaherty — Director, Library Experience  
          Diana Guinn — Director, Community Engagement & Partnerships  
          Chris Middlemass — Acting Director, Collections & Technical Services  
          Ingrid Vankemenade — Director, Human Resources Development  
          Daphne Wood — Director, Planning & Organizational Development  

Absent:  Eric Smith — Director, Corporate Services & Facilities  

Staff:  Stephen Barrington — Manager, Marketing & Communications  
        Beth Davies — Manager, Neighbourhood Services  
        Anne O’Shea — Manager, Programming & Learning  

Guests:  Aliza Nevarie — 2nd Vice President, CUPE Local 391  
        Inder Pannu — Member at Large, CUPE Local 391  
        Zoe Beavis — Member-at-Large, Friends of VPL  
        Jenny Marsh — Director of Development, VPL Foundation  
        Sharon Shorty — Aboriginal Storyteller-in-Residence  
        Ashley Little — Writer-in-Residence  

Recording Secretary:  Chrysalyn Tolentino — Executive Assistant
PRESENTATION

1. Aboriginal Storyteller-in-Residence & Writer-in-Residence

Anne O’Shea, Manager, Programming & Learning introduced Sharon Shorty – speaker of the Teslin Tlingit Council and an award-winning playwright and actor – as VPL’s 2015 Aboriginal Storyteller-in-Residence. Ms. Shorty’s inaugural event was held on August 25th.

Anne also introduced the award winning B.C. novelist Ashley Little as the 11th VPL Writer-in-Residence. Ms. Little’s inaugural reading was held on September 20th. Anne thanked the Friends of VPL for funding these programs.

DELEGATION

2. Librarians at Information Desks / Telephone System

Ms. Hazel Ackner, a member of the public, spoke to the Board about changes to how the librarian desks are staffed in Kitsilano and Firehall branches. She expressed her disappointment noting she thinks a librarian should always be assigned to the desk and that not doing so creates an unwelcoming atmosphere in the library. She asked the Board to reconsider the protocols regarding staffing the librarians' desks at these two branches and return to the system whereby a member of the public can access the librarian immediately without a referral.

Diana Guinn, Director, Community Engagement & Partnerships, provided some background information on the planning and implementation of the Information Services model in branches. Diana noted that each branch is different and that a review of information services is being undertaken. As a part of this review, there is a plan to conduct a public survey in the 4th quarter of this year to get feedback from patrons. An information report will be presented to the Board.

ADMINISTRATION

3. Minutes

The draft minutes of the Regular Meeting held July 22, 2015 were presented to the Chair for approval.

Moved by John Schaub and seconded by Catherine Evans

THAT the draft minutes of the Regular Meeting held July 22, 2015 be approved as amended.

CARRIED UNANIMOUSLY
ITEMS ARISING FROM IN CAMERA

4. Living Wage Motion
   Moved by Carellin Brooks and seconded by Catherine Evans

   THAT the Board direct the Chair and the Chief Librarian to send a letter to City Council supporting in principle that Council endorse the living wage.

   CARRIED UNANIMOUSLY

REQUEST FOR INFORMATION

- **CUPE Local 391**
  Aliza Navarie, 2nd Vice President, CUPE 391 reported that the Union is participating at the September 27th WORD Vancouver Festival and will sponsor four writers this year: Matt Rader, Chelene Knight, Els Kushner and Angelica Poversky. Aliza also provided updates on activities in some other CUPE locals in BC.

- **Friends**
  Zoe Beavis, member-at-large with Friends of VPL, reported that they raised almost $13,000 during the September 17 book sale, including proceeds from the used book sales in Book’mark. Zoe also reported that 75 members volunteered to help out during this event, and the book sale was featured in a CTV news segment. The Friends produced their new brochure which will be distributed to all branches and Book’mark. Friends will have a table at the WORD Vancouver Festival together with VPL Foundation staff.

- **VPL Foundation**
  Jenny Marsh, Director of Development, VPL Foundation reported that the campaign cabinet is coalescing and is in the process of detailing benchmarks and timelines for the capital campaign. Jenny added that VPL received a gift from TELUS in support of the Inspiration Lab program “sound bytes”. Jenny participated in several community outreach and she will send out their annual asks to regular donors and to families and friends of the VPL Foundation.

- **British Columbia Library Trustees Association**
  Park Board Commissioner Catherine Evans reported that BCLTA participated in the UBCM tradeshow along with other library associations. Four library associations including BCLTA will meet with the Minister of Education on September 24. The BCLTA Board will hold their planning day on Saturday, September 26.
InterLINK

Vice Chair John Schaub reported that the review of the InterLINK governance continues, and their planning day will be held on October 17, as well as published their annual report. The board will meet on September 29 at VPL which will include a tour of the Inspiration Lab.

VPL Trustees

Vice Chair John Schaub introduced Sharon Shorty as VPL’s 2015 Aboriginal storyteller in residence on August 25th. John toured libraries in London, UK in August.

Vice Chair Jennifer Chan attended the wrap up party for the Summer Reading Club at Mt. Pleasant and attended the VPL Writer-in-Residence reading at Joe Fortes Branch.

Trustee Naveen Girn attended the wrap up party for the Summer Reading Club at Dunbar Branch.

Trustee John Swift attended Oakridge Branch’s Summer Reading Club wrap up party.

Trustee George Chow attended Marpole Branch’s Summer Reading Club wrap up party.

Clr. Tim Stevenson attended the Union of B.C. Municipalities (UBCM) Convention this week. He also noted the City Manager’s departure.

Commissioner Catherine Evans attended the Children’s Library’s Summer Reading Club wrap up party and thanked VPL staff for helping Park Board staff in organizing the Poetry in the Parks pilot project at farmers markets. Catherine, together with Trustees Kyla Epstein and Carellin Brooks, participated and sold newspapers to benefit Raise-a-Reader.

Trustee Amanda Card attended the Writing and Bookcamp Gala and also attended the Aboriginal Storyteller in Residence inaugural event.

Trustee Gordon Ross attended the Summer Reading Club wrap up party at Hastings and Kensington.

Trustee Kyla Epstein attended the Summer Reading Club wrap up events at Britannia, Terry Salman and Renfrew Branches. She congratulated the staff for organizing these events. Kyla thanked Board Chair Mary Lynn Baum for hosting the Board’s summer potluck. Kyla also attended the following events: Writing & Book Camp gala, Central Library architectural tour, launch of the Storyteller-in-Residence. She introduced the following programmes: In Defence of Democracy, Hapa-palooza/Mixed Voices Raised, Writer-in-Residence at Mt. Pleasant Branch, and Library Champions. Kyla, together with Commissioner Catherine Evans and Trustee Carellin Brooks, sold newspapers in support
of Raise-a-Reader. She recorded another introduction for the Vancouver Special podcast and recently became a first time holder of the Vancouver Inspiration Pass.

Trustee Carellin Brooks attended the SRC wrap-up party at Kerrisdale and the closing ceremony at Book Camp. Carellin introduced the new Writer-in-Residence at Firehall and volunteered for Raise-a-Reader. Carellin will be reading at WORD Vancouver this weekend, and in October at the Whistler Writers' Fest, Canzine West, and the Vancouver Writers' Fest.

Board Chair Mary Lynn Baum attended the Summer Reading Club wrap up events at Joe Fortes and Kitsilano branches. Mary Lynn introduced new Writer-in-Residence Ashley Little at a Central Library program and visited two libraries in Zurich, Switzerland.

ITEMS FOR DECISION

5. Library Card Types (Membership Types)
A fulsome review of the various library card types was conducted and staff noted that some card types pre-date the formation of InterLINK. Staff recommends that the Board consider streamlining membership types as this will simplify VPL membership management for staff without significant financial impact to the Library and does not impact patrons.

Moved by John Schaub and seconded Kyla Epstein

THAT the Board approve the following:

- A limit of up to 3 company cards may be issued to a particular Vancouver business. These Company cards are to expire annually;
- The issuance of Class Program cards be discontinued and existing Class Program cards will be grandfathered and remain active until they expire;
- The student rate for subscription cards be discontinued;
- The subscription cards for Institutions and Companies be discontinued; and
- The youth rate for a subscription card be changed to match the rate for Children (currently $39/year).

CARRIED UNANIMOUSLY

6. Early Closure Christmas Eve and New Year’s Eve
Moved by Jennifer Chan and seconded Gordon Ross

THAT the Board approve the following:
All libraries and work sites (except the Carnegie Branch) close at 5:00 p.m. on Thursday, December 24, 2015 and at 5:00 p.m. on Thursday, December 31, 2015; and

That Carnegie Reading Room remain open during the public holidays according to Carnegie Centre Practice, subject to availability of staff.

CARRIED
1 opposed

ITEMS FOR CONSENT

Moved by Carellin Brooks and seconded by John Schaub

THAT the following Board reports be approved on consent:

- InterLINK Board Activity Report - August 2015
  THAT the Library Board receive the report for information.

- Draft Minutes – August Governance Committee Regular Meeting
  THAT the Library Board receive the report for information.

- Board Self Evaluation Process
  THAT the Library Board receive the report for information.

- Chief Librarian Evaluation
  THAT the Library Board receive the report for information.

- Board Meeting Attendance
  THAT the Library Board receive the report for information.

- Branch Meeting Room Use
  THAT the Library Board receive the report for information.

- Draft Minutes – September CRPD Committee Regular Meeting
  THAT the Library Board receive the draft minutes for information.

- Strategic Planning
  THAT the Library Board receive the report for information.

- Meeting Room Use
  THAT the Library Board receive the report for information.

- 2015 Public Telephone and the Web Mini Survey Results
  THAT the Library Board receive the report for information.

- Draft Minutes – September SFHR Committee Regular Meeting
  THAT the Library Board receive the minutes for information.
• July 31, 2015 Financial Results
  THAT the Library Board receive the report for information.
• 2015 Employee Engagement Survey
  THAT the Library Board receive the report for information.

CARRIED UNANIMOUSLY

ITEMS PULLED OUT OF CONSENT

7. Activity Reports: Central and Branches – July & August 2015

Trustees recognized the positive work of teen librarians’ for the increased attendance in teen events. Trustees were also heartened to see a number of initiatives from aspiring and experienced writers, for offering free tax software in VPL computers, and for the impressive number and wide range of community work by librarians.

Moved by Amanda Card and seconded by Naveen Girn

THAT the Board receive the report for information.

CARRIED UNANIMOUSLY

8. Quarterly Metrics – Q2 2015

Trustees asked if the increase in WiFi usage in Mount Pleasant is directly proportional to the computer sessions. Staff replied that Mount Pleasant Branch’s computer use is consistently higher compared to other branches and is likely due to its community profile, placement of computers inside the branch, and longer hour of operation.

Moved by Gordon Ross and seconded by John Schaub

THAT the Board receive the report for information.

CARRIED UNANIMOUSLY


Trustees noted that staff should remove or reassign all deferred actions assigned to a previous VPL staff. Staff clarified that the actions associated with the noted staff person have been reassigned and this is a quarter 2 report and the staff member in question was present during the 2nd quarter. They also remarked favorably with the partnership with the early dementia group. The Board Chair thanked staff for creating the new dashboard
THAT the Board receive the report for information.

CARRIED UNANIMOUSLY

10. InterLINK Board

The Chief Librarian noted that the governance work done by the current InterLINK board under the leadership of VPL Trustee John Schaub is important and marks a significant positive change for InterLINK.

THAT the Board receive the report for information.

CARRIED UNANIMOUSLY

NEW BUSINESS

11. 2016 Provincial Budget Consultation

The Chief Librarian proposed to send a letter to the Select Standing Committee on Finance and Government Services regarding the 2016 budget consultation. There was some discussion of content for the letter. Trustees requested that the letter also include a request that the government demonstrate leadership by taking a proactive role to address the recommendations from the Truth and Reconciliation Commission.

ADJOURN

There being no further business, the Chair declared the meeting adjourned at 8:15 p.m. and moved to in-camera.

___________________________________________  ______________________________
Mary Lynn Baum, Chair                      Sandra Singh, Secretary