



Minutes of the VPL Board Regular Meeting held on Wednesday, November 25, 2015 at 6:15 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 7:50 p.m.
  - Amanda Card
  - Jennifer Chan — Vice Chair
  - George Chow
  - Kyla Epstein
  - Catherine Evans — Vancouver Park Board Representative
  - John Schaub — Vice Chair
  - John Swift
  - Allan Wong — Vancouver School Board Representative

- Absent:**
- Gordon Ross
  - Clr. Tim Stevenson — City Council Representative

**Management**

- Present:**
- Sandra Singh — Chief Librarian
  - Kay Cahill — Acting Director, Digital Services
  - Shelagh Flaherty — Director, Library Experience
  - Diana Guinn — Director, Neighbourhood & Youth Services
  - Janet Horne — Acting Director, Library Systems
  - Chris Middlemass — Acting Director, Collections & Technical Services
  - Eric Smith — Director, Corporate Services & Facilities
  - Ingrid VanKemenade — Director, Human Resources Development

- Guests:**
- Jane Curry — Member at Large, CUPE Local 391
  - Inder Pannu — Member at Large, CUPE Local 391
  - Gloria Hershorn — Member at Large, CUPE Local 391
  - Gary Jarvis — Member-at-Large, CUPE Local 391
  - Jenny Marsh — Director of Development, VPL Foundation
  - Judith Neamtan — President, Friends of VPL

**Recording**

- Secretary:** Chrysalyn Tolentino — Executive Assistant

## ADMINISTRATION

### 1. Minutes

The draft minutes of the Regular Meeting held October 28, 2015 were presented to the Chair for approval.

Moved by Amanda Card and seconded by John Schaub

*THAT the draft minutes of the Regular Meeting held October 28, 2015 be approved as amended.*

**CARRIED UNANIMOUSLY**

## ITEMS ARISING FROM IN CAMERA

### 2. Professional Services for Branch Staffing Review – RFP Results

Moved by John Swift and seconded Gordon Ross

*THAT the Board approves the awarding of a consulting contract to WMC (Western Management Consultants) at a cost not to exceed \$65,000 plus applicable taxes, source of funds to be the Library Reserve for Gifts and Grants or any available 2015 Operating Surplus, subject to management's further review of the proponent.*

**CARRIED UNANIMOUSLY**

## REQUEST FOR INFORMATION

### ➤ CUPE Local 391

Jane Curry, Member-at-Large, CUPE 391 introduced Union members Gloria Hershorn and Gary Jarvis to the Board.

### ➤ Friends

Judith Neamtan, President, Friends of VPL, reported Book' mark will offer discounts to VPL staff and members of the Friends on November 26<sup>th</sup> and will hold their used book sale from December 3-5. Judith added that they will send out their promotional effort for their Stay-at-home and read a book campaign in December.

### ➤ VPL Foundation

VPL Foundation Director of Development Jenny Marsh reported that their annual appeal for donations has been mailed out and thanked Marketing & Communications for their

help. She invited Trustees to attend a recognition event for former VPLF chair Terry Salman on November 30.

➤ **British Columbia Library Trustees Association**

Park Board Commissioner Catherine Evans reported that BCLTA is recruiting for their executive director position. She added that the Board is working on the 2016 BCLTA conference which will be held right after the BCLA conference.

➤ **InterLINK**

Vice Chair John Schaub reported that the InterLINK Board held their meeting on November 24 where they discussed the InterLINK budget, the strategic plan, governance review and financial control. They also heard a presentation from Ben Hyman from BC Libraries Cooperative. John noted that the VPL's membership levy for 2016 is \$115,172, down from \$116,259 from last year. InterLINK will be circulating their interim budget in December. John added that three InterLINK Board members will be leaving at the end of the year and Operations Manager Rita Avigdor will be retiring in May 2016. The next meeting will be held on February 23, 2016.

➤ **VPL Trustees**

Trustee Kyla Epstein introduced the program "Land Base Healing & Restorative Practices" on November 17.

Trustee Amanda Card was a member of the panel to select a public art project for the new náčá?mat ct Strathcona Library Branch. Amanda also did a self-guided podcast tour of the Seattle Public Library and noted how interesting the experience was.

Vancouver Board of Education Trustee Allan Wong reported on the VBE: the proposed response to the special advisor's recommendations was presented to obtain input from stakeholders and the public, and the Board discussed the timing of the funding for Syrian school-age refugees entering Vancouver schools in the New Year.

Commissioner Catherine Evans reported that Park Board is discussing park designs and a new strategy for concession stands in Vancouver parks.

Vice Chair Jennifer Chan introduced Richard Van Camp and noted that the quality of the program was very impressive. Jennifer also attended a Vancouver Board of Trade meeting wherein she spoke with Clr. Elizabeth Ball on library issues.

Vice Chair John Schaub introduced Michael Christie's "*If I Fall, If I Die*" program as part of the Downtown Eastside's Heart of the City Festival on November 5<sup>th</sup>.

Trustee Carellin Brooks visited Central and branches Firehall, Joe Fortes, Mount Pleasant, and Britannia (officially). Carellin attended several non-VPL events including the launches of the Literary Land Claims anthology co-edited by Sophie McCall and Vancouver Vanishes, with a standing-room only crowd, by Caroline Adderson. She also went to the inaugural screening of Vancouver Archives Week, created to showcase the archives of artist-run centres grunt gallery, VIVO Media Arts and the Western Front. Writer-in-Residence Ashley Little invited Carellin to give a pep talk to participants in the Long Haul Writing Marathon. Carellin also introduced storytellers Richard van Camp and Sharon Shorty at Britannia on Saturday. Sharon is in the last two weeks of her residency and reminded listeners about the Bannock Summit this Friday at Central. Richard remarked, "When they introduce me as a storyteller, there's a full house; when they call me an author, seven people show up."

Board Mary Lynn Baum introduced Lori Shenher, the author of the "*The Lonely Section of Hell*" on October 5<sup>th</sup>. Mary Lynn also attended the VPL Foundation's Governance Committee Meetings.

## ITEMS FOR DECISION

### 3. Board Policy Revisions: Printer, Charges for Public Use & Delegation to Board Meetings

The Board reviewed two Board policies that were recommended by the CRPD Committee for rescinding. The "*Printer, Charges: Public Use Policy*" was written to address a specific problem in 1992 and is no longer needed as charges for printing from the network printers is covered by the existing "*Fee for Service*" policy. The "*Delegation to Board Meetings Policy*" should be rescinded as it does not align with the "*Board Procedure Policy*" which better addresses delegations.

Moved by Kyla Epstein and seconded Catherine Evans

*That the following two Vancouver Public Library Board policies be rescinded:*

- *Printers, Charges: Public use [BD-L-1992]*
- *Delegations to Board Meetings [BD-L-1994]*

**CARRIED UNANIMOUSLY**

#### 4. Budget 2016 Approval

Eric Smith, Director, Corporate Services & Facilities, presented the Library's budget target for 2016. Staff requests Board approval in advance of Council approval on December 15.

Moved by Allan Wong and seconded Jennifer Chan

*THAT the Board approve a net 2016 operating budget in the amount of \$43,287,800 subject to City Council approving this amount. Management is to report back if this amount is not approved by City Council.*

**CARRIED UNANIMOUSLY**

#### 5. Workplace Policies: Human Rights and Harassment & Respectful Workplace

Human Resources Director Ingrid VanKemenade presented two revised workplace policies that were amended in response to changes introduced by the WorkSafeBC on the prevention of bullying and harassment. Trustees sought clarification on the timeline of the training. Ingrid responded that all VPL staff will take the online training on an annual basis. Trustee Epstein suggested that staff review and revise all Board policies to make them gender neutral.

Moved by John Schaub and seconded Amanda Card

*THAT the Board approve the amended Human Rights and Harassment Policy subject to language revisions to make it gender-neutral.*

Moved by Kyla Epstein and seconded Catherine Evans

*THAT the Board approve the amended Respectful Workplace Policy subject to language revisions to make it gender-neutral.*

**CARRIED UNANIMOUSLY**

#### ITEMS FOR CONSENT

Moved by John Schaub and seconded by Jennifer Chan

THAT the following Board reports be approved on consent:

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

- Draft Minutes – November Governance Committee Regular Meeting  
*THAT the Library Board receive the draft minutes for information.*
- Draft Governance Committee Terms of Reference  
*THAT the Library Board receive the update.*
- Meeting Guidelines  
*THAT the Library Board receive the update.*
- Draft Minutes – November SFHR Committee Regular Meeting  
*THAT the Library Board receive the minutes for information.*
- October 31, 2015 Financial Results  
*THAT the Library Board receive the report for information.*

**CARRIED UNANIMOUSLY**

#### **ITEMS PULLED OUT OF CONSENT**

##### **6. Activity Reports: Central and Branches – October 2015**

Trustee Amanda Card noted that the mix of community initiatives reported by units are very compelling. She also sought clarification on how information is shared between branches. Director of Neighbourhood & Youth Services Diana Guinn noted that these reports are available for branch staff to read and they network at Neighbourhood Services meetings.

Board Chair Mary Lynn Baum sought clarification on the reason behind Collingwood's book club hiatus and staff responded that the ESL book club was temporarily in hiatus due to competing priorities and limited capacity of staff. Diana Guinn added that the library sometimes does not facilitate ESL book clubs and some bookclubs are facilitated by community members. The Board Chair also noted the successful involvement of the Aboriginal Storyteller-in-Residence in the Children's department. Mary Lynn commended Kerrisdale Branch Head Jane Curry and West Point Grey Clerical Supervisor Trina Brulhart for receiving a certificate of commendation from the City of Vancouver for saving the life of a person in medical distress. Mary Lynn also congratulated the Marketing & Communication staff for receiving an award for the "Get Booked Campaign".

Moved by Amanda Card and seconded by John Swift

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

**7. 2013-2015 Strategic Plan – Quarterly Results Q3 2015**

Commissioner Catherine Evans asked if the refurbishment plan identified as a strategic priority in the report will be distributed to Trustees. The Chief Librarian responded that an information report on the refurbishment plan as well as the facilities master plan will be presented at a future Board meeting to provide an overview of the condition of and plans for library facilities.

Moved by Catherine Evans and seconded John Swift

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

**8. Quarterly Metrics – Q3 2015**

Trustees sought clarification on some items in the report including the distribution of computer stations in branches. Regarding the Carnegie Reading Room, Director of Neighbourhood and Youth Services Diana Guinn confirmed that the number of computers is limited to space limitations. Staff confirmed that the upper computer lab, which is provisioned by VPL, now allows VPL card holders access to the computers. Staff will check regarding manual sign-up sheet to determine if statistics can be gathered. Trustees also indicated confusion regarding some of the programming metrics. The Chief Librarian agreed that the historic method of gathering and reporting programming metrics is no longer adequate and staff will review in 2016.

Moved by John Schaub and seconded John Swift

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

**9. Summer of Learning Evaluation Report**

Staff indicated that staff are still surveying partners and anticipates that a recommendation will be brought forward in the new year.

Moved by Amanda Card and seconded by Catherine Evans

*THAT the Board receive the report for information.*

**CARRIED UNANIMOUSLY**

## NEW BUSINESS

### 10. Welcoming Syrian Refugees

Library Experience Director Shelagh Flaherty reported that the Library has been involved with the preparations for welcoming Syrian refugees and noted that the City has organized a Syrian refugee arrival committee which includes VPL. Alyssa Green, Information Services Manager, will attend a meeting organized by AMSA, an umbrella group partnering with United Way, to provide information on anticipated needs of arriving refugees. The Library Champion program will also assign former refugees or Arabic speaking people to be champions.

### 11. Washroom Signage

Chief Librarian Sandra Singh presented, for Trustee information, some information on updates to washroom signage to ensure signage clearly states that trans people are welcome, as well as clearly label some washrooms as gender neutral. The proposed signage generally follows the Park Board signage, which was created through considerable community consultation, and contains internationally recognized symbols. Staff did have some revisions to ensure signage was understandable by non-English speakers and confirmed the approach was adequate with Qmmunity. Trustees noted the font size of the words "*trans people welcome*" was too small and Trustees Chan and Brooks noted they did not like the pictogram of the toilet. Trustees also asked about staff training. Human Resources Director Ingrid VanKemenade noted there is a staff committee assigned to explore training requirements for transgender inclusiveness and VPL would build on the extensive work already undertaken by the Park Board.

## ADJOURN

There being no further business, the Chair declared the meeting adjourned at 8:10 p.m. and moved to in-camera.

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Mary Lynn Baum, Chair

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Sandra Singh, Secretary