



Minutes of the VPL Board Community Relations, Planning & Development Committee Regular Meeting held on Monday, June 15, 2020 at 6:30 p.m. via video call.

Present: Jennifer Chan
Kurt Heinrich – Chair
Rebecca Jules
Kevin Lowe
Abeer Yusuf

Absent: Harlan Pruden

Management

Present: Christina de Castell – Chief Librarian
Kay Cahill – Director, Collections & Technical Services
Julie Iannacone – Director, Neighbourhood & Youth Services
Carol Nelson – Director, Planning & Communications

Recording

Secretary: Chrysalyn Tolentino – Executive Assistant

ADMINISTRATION:

1. Approval of the Agenda

Moved by Abeer Yusuf

THAT the Committee approve the regular meeting agenda as received.

CARRIED UNANIMOUSLY

2. Minutes

The Chief Librarian presented the draft minutes of the Regular Meeting March 16, 2020 for approval by the Committee.

Moved by Jennifer Chan

THAT the draft minutes of Regular Meeting held March 16, 2020 be approved as received.

CARRIED UNANIMOUSLY

COMMUNITY RELATIONS

3. VPL Reopening Public Survey Results

Carol Nelson, Director of Planning & Communications, presented for Committee information the results of the VPL public survey conducted to inform our reopening plans. There were almost 7,000 respondents, indicating that people are passionate about getting library services back. Trustees were pleased with the great response and look forward to seeing how we will incorporate this feedback into the restart plan. Trustee Jules noted the narrow demographic of responses, and that patrons who do not have access to the internet were not able to participate in the survey. She asked that staff find ways to reach out to those demographics in future and consider having physical and digital versions. Trustee Lowe asked whether the survey included other demographics, and Carol replied that due to the survey design's emphasis on simplicity in this case, it did not.

Moved by Abeer Yusuf

THAT the Community Relations, Planning & Development Committee recommend that the Board receive the report for information.

CARRIED UNANIMOUSLY

PLANNING

4. Restart Phase 2 Update

Kay Cahill, Director of Collections & Technology, presented a report on preparations for Phase 2 of the Library's restart plans, which begins the re-opening of physical locations. Kay noted that safety for staff and patrons is a major consideration. An overall safety plan is being developed, staff workspaces are being reconfigured, protocols and training are being put in place to ensure that staff are able to safely distance from other staff members and from the public as they carry out their work. The Library is also working with Homewood Health to support staff and provide resources for mental health and wellness. Chief Librarian de Castell thanked Kay and Julie Iannacone on their leadership roles during restart and all staff participating for the enormous undertaking in redesigning library service for this new environment. Trustees sought clarification around safety protocols, including masks and other protective equipment, cleaning protocols, staff recall process, and communication planning for reopening. They are also looking forward to an analysis on the financial impact or opportunity costs of additional efforts such as cleaning measures.

Moved by Abeer Yusuf

THAT the Community Relations, Planning & Development Committee recommend that the Board receive the report for information.

CARRIED UNANIMOUSLY

5. Annual Statistics 2019

Carol Nelson, Director of Planning & Communications, presented a statistical summary for each of the key areas of operation in 2019. Trustee Lowe commented that he would like commentary about reasons for variations, such as around programming, and asked where this is contained. Carol responded that this document is a high-level statistical report, and staff normally produce a business review document that provides details on what we are seeing, trends and causes of variation, which the Board received during the strategic planning process last year. We have not had the opportunity to produce it for 2019. The At a Glance report will provide qualitative information and commentary for the year.

6. Annual Report Format

Carol Nelson, Director of Planning & Communications, provided an overview of a simplified format for the 2019 VPL annual report using a letter format and linking/attaching the Annual Statistics, At a Glance and financial statements. Due to the pandemic impacts, the 2019 report has not yet been initiated and the usual format is not recommended due to the time involved to produce it and the context within the COVID pandemic. Board Chair Chan asked that the annual statistics, VPL at a Glance and 2019 financial statements be linked/bundled together with the letter as one download. She also asked that the annual report include a one-pager to show all the donations received in 2019. Carol responded that she will coordinate with the VPL Foundation on donor recognition.

Moved by Jennifer Chan

THAT the Community Relations, Planning & Development Committee recommend that the Board approve publishing the 2019 VPL annual report in a letter format as proposed and include acknowledgement of donations received.

CARRIED UNANIMOUSLY

7. Holds

Kay Cahill, Director of Collections & Technology, provided background information on holds and requests, explaining the challenges with providing access due to the thousands of items waiting for pick up across the system. Staff are designing a process to provide access to holds, and will be sending out notifications to individuals with holds on the shelf to schedule pick-ups at takeout locations.

8. Anti-Racism Joint Working Group

The Chief Librarian received an email from the City Manager inviting the Library to participate in a joint working group to work on anti-racism and equity. The Committee asked whether the working group was for staff or the Board, and if it is a Board working group, for the Chief Librarian to clarify the role of the Board and each partner, timeline, structure, jurisdiction,

expectations and outcomes they are looking for. Christina will seek further information from the City Manager.

ADJOURN

Moved by Abeer Yusuf

There being no further business, the Chair declared the meeting adjourned at 7:35 p.m.

Kurt Heinrich, Chair

Christina de Castell, Secretary

DRAFT