

Minutes of the July 28, 2022 Library Board meeting

JULY 28, 2022, 6 P.M.

IN PERSON

Attendance

Board members

- B. Harvey
- A. Hazfi
- R. Jamal
- J. Linsangan
- E. Luptakova
- P. Somji

- L. Wright, Recording Secretary
- M. Liddle, Manager of Operations
- S. Tarcea, Manager of Public Services

Regrets

- S. Bolton
- R. Bouchard
- J. McIlroy, Council Representative

Staff members

- D. Hutchison Koep, Chief Librarian

The meeting was called to order at 6:04 p.m., and opened with a territorial acknowledgment by Trustee B. Harvey. The opening circle was facilitated by Trustee E. Luptakova.

Trustee B. Harvey welcomed library staff Walter Zicha and Abby Saxton, who were in attendance to answer questions regarding the 2022 mid-year report.

Reports

1. Draft guidelines for "big conversations"

The Library Board directed staff to add the guidelines for big conversations to the trustee manual as an appendix.

Moved by Trustee E. Luptakova, seconded by Trustee P. Somji

THAT the North Vancouver Library Board adopt the guidelines for big conversations.

CARRIED UNANIMOUSLY

Trustee R. Jamal left the meeting at 6:40 p.m. due to technical difficulties.

2. 2022 Mid-Year Report

Chief Librarian D. Hutchison Koep presented highlights and observations of library activities completed and in progress at mid-year.

A question was raised as to whether we expect to return to pre-pandemic levels for in-person visits and will this affect borrowing. Chief Librarian D. Hutchison Koep responded that borrowing levels appear to have recovered, but use of the library for other purposes has been slower to recover as people continue to be cautious. We are seeing gate numbers going up month-to-month.

Trustees commented positively on Indigenous books being displayed more visibly.

Staff Abby Saxton and Walter Zicha left the meeting at 6:57 p.m.

3. 2022 Mid-Year Financial Report

Trustee A. Hazfi presented the mid-year financial report.

A question was raised as to why eBooks expenditures are so high. Chief Librarian D. Hutchison Koep clarified that we pay an annual fee for the platform as well as our portion of the province-wide collection at the beginning of the year, and then spread out the rest over the remainder of the year. While it is currently overspent, there are savings anticipated in other areas and the budget is expected to be balanced at year-end. Chief Librarian D. Hutchison Koep commented that the eBooks budget needs to be increased to reflect growing use.

Trustees were curious what happens if a customer is looking for a print book that we do not have. Manager of Public Services S. Tarcea responded that if someone is looking for a print book that is not available, they can look for a digital copy, request an inter-library loan, or make a request for the library to purchase a physical copy.

S. Tarcea also clarified that eBooks are typically licensed for a set number of uses (26) or a timeframe (2 years). This can create budget pressures as we are having to replenish existing content as well as buy new.

Moved by Trustee E. Luptakova, seconded by Trustee J. Linsangan

THAT the North Vancouver Library Board adopt the 2022 mid-year financial report as presented.

CARRIED UNANIMOUSLY

4. 2021 surplus recommendation

Chief Librarian D. Hutchison Koep spoke to the recommendation to allocate funds from the 2021 surplus toward the EDI audit and framework.

Moved by Trustee A. Hazfi, seconded by Trustee P. Somji

THAT the North Vancouver Library Board allocate \$8,000 from 2021 surplus funds to the equity, diversity and inclusion audit and framework, and direct staff to prepare and submit an information report to Council accordingly.

CARRIED UNANIMOUSLY

5. Strategic Planning 2024-

Chief Librarian D. Hutchison Koep provided an overview of options for strategic planning beyond the current 2-year extension and recommended that 2024 be set aside as a planning year with the next strategic plan to begin in 2025.

Trustees asked if the library is positioned to complete most of the work outlined in our 2-year extension by the end of 2023, as anticipated. Chief Librarian D. Hutchison Koep responded that the library is making good progress and is on track. Some work will continue into 2024, while the bulk of work that year will focus on strategic planning.

A question was raised if we can extend the existing plan into 2024 to inform the community that we still adhere to those priorities. Trustees expressed concern about the appearance of a gap between strategic plans, and a desire to clarify to the community that the existing mission, vision, values and priorities will continue to guide the library's work in 2024, while planning is underway.

The Library Board directed staff to draft a simple, brief public document to address this, to be published as an addendum to the current strategic plan following approval by trustees.

Moved by Trustee A. Hazfi, seconded by Trustee P. Somji

THAT the North Vancouver Library Board undertake strategic planning in 2024 for a new strategic plan in 2025, extend the current strategic plan through 2024, and direct staff to prepare budget requests and workplans accordingly.

CARRIED UNANIMOUSLY

Discussions

6. Library Facility Analysis

Manager of Operations M. Liddle presented highlights of where we came from, where we are at and where we are going with respect to the library facility. Interior renovations to optimize existing capacity, and exploration of satellite and branch services, are recommended.

Manager of Operations M. Liddle commented on key takeaways: the community loves the library, and there are issues with space and capacity. The library has undertaken the work to explore and understand what is going on and to propose plans that are sensible and cost-effective. We recognise there are other facilities in the community that need attention, but we want to be on the radar if there is a future consideration for a new branch.

The information considered by the Board should be presented to Council, following the election. If Council endorses a plan for library improvements and expansion, the next step is to reflect that in the 10-year budget.

A question was raised if we expect that the City will want to resolve the issues at the current facility before considering a new branch. Chief Librarian D. Hutchison Koep commented that both are necessary – the current facility needs to be renewed after 14 years of service, but advocating for the long-term vision of a branch is also important as planners are talking to developers, for example.

Trustees noted that the report states Council has limited knowledge about the needs of the facility and the future of library services in North Vancouver. Chief Librarian D. Hutchison Koep responded that this is the case, and that bringing a fulsome report to Council will improve awareness, enable the library to hear Council's feedback and input, and ultimately build support.

A question was raised whether the library engaged with the community to find out what they wanted. Chief Librarian D. Hutchison Koep responded that we mined customer feedback, conducted surveys and focus groups with library users and non-users, carried out key informant interviews, and gathered information from community partners.

Chief Librarian D. Hutchison Koep further commented that book lockers were rejected by the community focus group as they were seen as a "band-aid solution". That said, a book locker may be a first step toward establishing a branch presence and may assist us in establishing the case for a larger footprint. A book locker can also be moved to a new location.

Trustees expressed concerns that if library usage continues to remain lower in 2023, it will be difficult to convince Council that we need something more. Chief Librarian D. Hutchison Koep responded that we are still seeing an increase in numbers and the incompatibility of use of space is

still an issue. We have shown through the pandemic that the library is much more than just books – including through our role as a cooling or warming centre, and in providing access to technology, for example.

7. Honouring Indigenous Perspectives

Manager of Public Services S. Tarcea highlighted the genesis of City Library's work on reconciliation, the actual work to date, and things that we are looking to do in the future.

A question was raised about the public's reaction to the work to date and if staff are receptive. Manager of Public Services, S. Tarcea responded that we have found everyone to be receptive, although they are at different levels of knowledge and learning.

A question was raised if we receive more requests for workshops or programming as a result of the work. Manager of Public Services, S. Tarcea indicated that a marker of success is when individuals or groups come to us and want to do work and programs at the library.

Adjournment

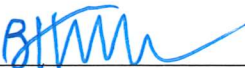
Moved by Trustee J. Linsangan, seconded by Trustee E. Luptakova

THAT the North Vancouver City Library Board meeting be adjourned

CARRIED UNANIMOUSLY

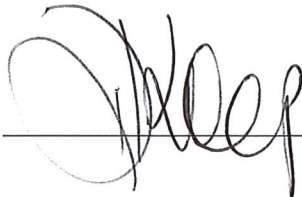
The meeting adjourned at 8:36 p.m.

Brendan Harvey
Board Chair



Date September 22, 2022

Deb Hutchison Koep
Secretary



Date Sept 22/22