

## Minutes of the June 22, 2023 Library Board meeting

SEPTEMBER 28, 2023 | 6 P.M.

IN PERSON (3RD FLOOR PROGRAM ROOM)

### SPECIAL PRESENTATION TO FRIENDS OF THE LIBRARY

Trustee B. Harvey acknowledged and thanked Almira Salmi and Mary Tasi Baker for their hard work and dedication to the Friends of the Library organization over the years.

### SPECIAL PRESENTATION TO STUDENT ADVISORY TRUSTEE BITA YADEGARI

Trustee B. Harvey acknowledged and thanked Bita Yadegari for her time, youth perspective, commitment, and thorough reports as the 2022-2023 Student Advisory Trustee.

## Attendance

### Board members

- S. Bolton
- R. Bouchard
- B. Harvey
- A. Hazfi
- J. Linsangan
- P. Somji
- T. Valente, Council Representative
- B. Yadegari, Student Advisory Trustee

### Staff members

- D. Hutchison Koep, Chief Librarian
- M. Liddle, Manager of Operations
- S. Tarcea, Manager of Public Services
- L. Wright, Recording Secretary

### Absent

- R. Jamal
- E. Luptakova

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The meeting was called to order at 6:04 p.m. and opened with a territorial acknowledgment by Trustee B. Harvey. The opening circle question was posed by Trustee R. Jamal.

Trustee T. Valente joined the meeting at 6:06 p.m.

## Adoption of minutes

1. Minutes of the May 25, 2023 Board meeting

Moved by Trustee J. Linsangan, seconded by Trustee S. Bolton

THAT the minutes of the May 25, 2023 Library Board meeting be adopted.

**CARRIED**

- a. Business arising from the May 25, 2023 Board meeting

All business arising has been referred to staff, is in progress, and/or complete.

## Consent agenda items (2 through 9)

2. May 2023 Chief Librarian's report
3. June 2023 program calendar
4. 2023 Calendar of events
5. 2022 Annual Survey (reported to Public Libraries Branch)
6. Information Report to Council: City Library Highlights – May 2023
7. Information Report to Council: City Library 2022 Report to Our Community
8. Information Report to Council: 2022 City Library Surplus
9. InterLINK meeting summary (May 30, 2023)

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

THAT the consent agenda items 2 through 9 be adopted.

**CARRIED UNANIMOUSLY**

## Correspondence

10. Correspondence
  - a. Message from The Honourable Anne Kang re: Coast Salish Weavings – Opening Reception
  - b. Letter from Lisa Bergstrom, City Budget Analyst re: 2023 Operating Contribution

## Reports

11. Chair
  - a. Updated guidelines for Big Conversations

Trustee B. Harvey commented that the revisions are a result of feedback from trustees after using the guidelines for the past year.

A comment was made that the guidelines are a good reminder and will be helpful for future trustees.

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

THAT the North Vancouver City Library Board approve the updated guidelines for “Big Conversations” as presented.

**CARRIED UNANIMOUSLY**

b. Summer social event

Trustees have submitted general availability. Trustees requested staff follow up by polling for specific dates.

c. City Library 2022 Report to Our Community

Trustee B. Harvey commented on the presentation to Council on June 12. Overall, the feedback from Council was positive, with several councillors appreciating the work the library has done to align the report and presentation with Council’s strategic priorities.

12. Chief Librarian

Chief Librarian D. Hutchison Koep commented on highlights over the past month, in particular, the Coast Salish weaving installation and North Shore Volunteer Fair.

Chief Librarian D. Hutchison Koep reminded trustees of the Summer Reading Club kick off event on June 23 with the Hon. Anne Kang in attendance.

Chief Librarian D. Hutchison Koep provided a brief provincial funding update and noted that City Library will receive funds by the end of June, with proposals brought to the Board for consideration in the fall.

Chief Librarian D. Hutchison Koep commented that the BC Public Library Partners (representatives from BCLA, BC Libraries Coop, BCLTA, and ABCPLD) [presented to the BC Select Standing Committee on Finance and Government Services](#) on June 12. The ask was for the Province to permanently increase annual funding for public libraries to \$30 million in 2024, and commit to inflationary adjustments every year.

Chief Librarian D. Hutchison Koep commented that the City’s 2024 budget process has begun, and the library’s draft proposed 2024 budget will come to the Board for approval in September.

13. Councillor

Trustee T. Valente commented on recent Council business – a community engagement framework plan and process; additional funding for North Shore Neighbourhood House site preparation; early consideration of an official community plan amendment for the Capilano Mall redevelopment; support for individuals utilizing illicit drugs; and potential amendments to election bylaws supporting citizen engagement.

Trustee T. Valente confirmed that Council's strategic plan is in draft and will likely come forward in the fall.

#### 14. Fundraising

##### a. Shred-it Event & Sponsorship

Trustee R. Bouchard thanked Trustee S. Bolton for stepping up to support the Shred-it event as a sub-committee member.

A question was asked if more than \$1,000 could be asked for from a sponsor. Trustee R. Bouchard replied that the purpose of the sponsor is to cover the costs of the shredding truck.

#### 15. Governance

##### a. 2023 Updated Board Calendar

Trustee R. Bouchard spoke to the updated Board calendar which took into consideration the discussion from the May meeting.

Moved by Trustee P. Somji, seconded by Trustee T. Valente

THAT the North Vancouver City Library Board approve the 2023 Updated Board Calendar as presented.

**CARRIED UNANIMOUSLY**

##### b. Review of Board Committee Structure

Trustee R. Bouchard commented that the committee has reviewed results of other BC libraries regarding their committees, and has determined that we have what is appropriate for our Board. Trustee R. Bouchard further commented that the conversation will continue and more information will be brought to the Board for consideration.

Trustee R. Bouchard commented that staff are working on documenting the history of Board policies (adoption, revisions, and reviews).

#### 16. InterLINK



Trustee S. Bolton commented on the InterLINK meeting summary, specifically the recent [NewToBC](#) activities and the Library Champions project.

Chief Librarian D. Hutchison Koep commented that we have a number of staff who are past Library Champions.

Trustee S. Bolton commented that member levies are expected to continue to rise, but not to a pre-pandemic level.

Trustee S. Bolton mentioned some of the activities that have been made possible by the provincial enhancement grant, and was distressed to hear that smaller libraries may have to use their funds for capital projects.

A question was asked how the InterLINK Board is functioning since she joined last year, and Trustee S. Bolton responded that it feels more comfortable now.

#### 17. Student Advisory Trustee

Student Advisory Trustee B. Yadegari handed out copies of the latest Teen Zine to all trustees, and commented that a Teen Zine party was held.

#### 18. Trustee reports

Trustee J. Linsangan attended the BCLTA AGM and noted that Laura Vilness is the new president of BCLTA.

Trustee J. Linsangan reported on her meeting with Councillor Holly Back and they spoke about opioid deaths on the North Shore. They discussed making substance abuse resource materials available in the library.

Trustee S. Bolton attended Angela Sterritt's author reading of *Unbroken* at West Vancouver Memorial Library.

## New business

#### 19. Libraries, Security and Social Services

Manager of Public Services S. Tarcea gave a presentation about security issues in the library and potential options for changes to security and social services provision.

A comment was made that it is difficult to prevent certain kinds of incidents. Manager of Public Services S. Tarcea commented that there are options to reduce and mitigate risk, but outright

elimination of risk can be extremely difficult and carry significant costs, both financial and to customer experience.

A comment was made that the better the relationship staff have with a customer, the easier it is to request changes to their behaviour.

A suggestion was made to consider how we can share resources among other North Shore libraries.

A comment was made that the staff wellness fund should be added as something that has been done to support resiliency. A question was asked if we have seen any outcomes from this initiative.

A comment was made that the library is an open space where all people are welcome, regardless if they are struggling. When resources are not available to support people who are struggling, it falls on staff.

A suggestion was made to explore what shelters do to equip their staff for challenging interactions. Trauma-informed practice is one approach.

A question was asked what type of situations merit an incident report. Manager of Public Services S. Tarcea responded that staff are working on being consistent, but typically they are completed any time someone is asked to leave, police or EMS are called, or where there is a concern for future or repeated behaviour.

A question was asked how staff manage when they are dealing with issues over and over again. Manager of Public Services S. Tarcea responded that staff recognize that this is part of public service work, and examples of challenging public service situations are shared during the recruitment process.

A question was asked whether other BC libraries are discussing this issue. Chief Librarian D. Hutchison Koep commented that it is an active conversation across North America. Chief Librarian D. Hutchison Koep further commented that while each community is unique and has different resources available, there is room for collaboration and information sharing.

A question was asked whether the majority of incident reports are for adult or teens. Manager of Operations M. Liddle responded that incidents with teens have spiked recently and it is currently a 60/40 split – but typically adults would account for more. It was noted that one individual or group may be involved in multiple incidents.

A question was asked if there is funding available to increase our current budget, and a comment was made that it would be valuable to collect additional data, including for situations that don't merit a full incident report. Chief Librarian D. Hutchison Koep responded that no additional funding

has been received (beyond the Strengthening Communities Services grant) and that yes, improved data would support future asks.

A question was asked about support from the Union. Chief Librarian D. Hutchison Koep responded that they have a role in negotiating benefits on behalf of their members, and the library currently offers an employee family and assistance program with 24/7 access to "light" counselling. If an incident warrants it, we will bring someone in to debrief.

Chief Librarian D. Hutchison Koep commented that there is an opportunity to work together on training with North Shore Emergency Management and Provincial Health Services Authority for psychological first aid, for example.

Trustees commented that having security does not feel right, and that social workers present as a barrier for some. Further, security would cause another layer of trauma for customers and send a message that it is not safe to be in the library.

A comment was made that staff should be engaged.

Trustees expressed support for a mix of community access workers and increasing staff resiliency and safety.

Trustees asked if the costs are known for the various options presented. Manager of Public Services S. Tarcea responded that the report is the first step in the process, and that training is the most feasible as opposed to hiring new full-time staff.

A comment was made that there may be synergy with other organizations and we may be able to access additional support in exchange for space, for example.

A comment was made that there is a lack of infrastructure for those precariously housed. For example, shelter hours could be extended which would provide options in the community and take some of the pressure off of the library staff.

Manager of Operations M. Liddle commented that the Strengthening Communities Services grant funding for additional community outreach workers will end in September 2023. This has been a topic of conversation at the [North Shore Homelessness Task Force](#).

Chief Librarian D. Hutchison Koep noted that the next step will be to further develop options, and engage staff.

## 20. Raise a Reader Grant Approval



Manager of Public Services S. Tarcea outlined the proposal to expend a Raise a Reader grant to purchase additional First Languages kits in Japanese, Cantonese and Russian.

A questions was asked if there is the potential to make additional kits in existing languages rather than increase the number of languages. Manager of Public Services S. Tarcea responded that staff will be looking at data to determine which kits are most popular and whether additional kits are needed; the kits are easy to replicate and we can use the regular collection budget to create more kits.

Moved by Trustee R. Bouchard, seconded by Trustee S. Bolton

THAT the North Vancouver City Library Board approve the receipt of the Raise a Reader grant and its expenditure as recommended by staff.

**CARRIED UNANIMOUSLY**

## Adjournment

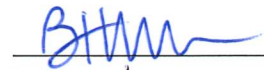
Moved by Trustee A. Hazfi, seconded by Trustee S. Bolton

THAT the North Vancouver City Library Board meeting be adjourned.

The meeting adjourned at 8:31 p.m.

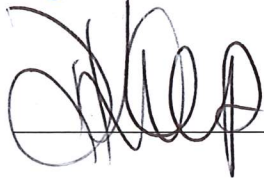
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Brendan Harvey  
**Board Chair**



Date September 28, 2023

Deb Hutchison Koep  
**Secretary**



Date Sept. 28, 2023