

REGULAR MEETING NVDPL BOARD

THURSDAY, October 22, 2015 – 6:00 PM
Lynn Valley Library – Boardroom
Suite 300-1277 Lynn Valley Road,
North Vancouver, BC



North Vancouver District
Public Library

MINUTES

PRESENT

Library Board

Matt DeBock – Chair
Ken Lim – Vice-Chair
Frank Sullivan – Trustee
Mark Jefferson – Trustee
Sanford Osler – Trustee
David Porter – Trustee
Lucy Cayuela – Trustee

Management/Staff

Jacqueline van Dyk – Director, Library Services
Corinne McConchie – Manager, Collections Mgmt & Access
Nicola McLaren – Business Manager
Andrea Freeman – Manager, Welcoming Initiatives
Meghan Crowe – Communication/Events Coordinator
Deborah Hudson – Executive Assistant (Temp) (Recording)

REGRETS

Doug MacKay-Dunn – Trustee / Council Representative
Linda Munro – Trustee

THE PRE-MEETING, COLLABORATION AGREEMENT JOINT DNV/BOARD CHECK-IN WITH GUESTS DAVID STUART (DNV CAO), AND NICOLE DEVEAUX (DNV CFO), WAS POSTPONED UNTIL THE NEW YEAR, WHEN IT IS ANTICIPATED THAT NICOLE DEVEAUX WILL RETURN FROM LEAVE.

1. CHAIR CALLED MEETING TO ORDER – 6:00 PM

2. ADDITIONAL ITEMS FOR THE AGENDA

1. Board Chair Matt DeBock added, as the next item on the Agenda, his Request to be Excused from Duty as Chair, and noted that if accepted there would be a requirement for the Board to elect a new Vice Chair. His letter of Resignation as Chair was received by the Board in advance of the meeting on October 19, 2015.
2. Library Director Jacqueline van Dyk added to the Agenda the report *2016: Budget Submissions*, as point 1.5 under Board Action Items.

MOVED by Frank Sullivan and **SECONDED** by Mark Jefferson
THAT the Agenda be approved as amended. (15-10-071)

MOTION CARRIED.

3. BOARD CHAIR RESIGNATION & ELECTION OF NEW VICE CHAIR

1. Board Chair Request to be Excused from Duty

Matt DeBock officially Requested to be Excused from Duty as Chair. His resignation as chair was strictly for personal reasons, and he will remain on the Board. Matt DeBock added that he had spoken with Vice Chair, Ken Lim, and that the Vice-Chair was ready to assume the role of Chair.

MOVED by Trustee Lucy Cayuela and **SECONDED** by Trustee Sanford Osler
THAT Matt DeBock's Request to be Excused from Duty be accepted. (15-10-072)

MOTION CARRIED.

2. New Board Chair

Vice-Chair Ken Lim took over as Board Chair and thanked Matt DeBock for his contribution to the Board as Chair over this past year. Ken reminded the Board that there will be a new board in 2016 with elections again in January for 2016 board positions.

3. Election of Vice-Chair

Board Chair Ken Lim suggested that the Board hold off on having the election until David Porter arrived; all agreed.

MOVED by Ken Lim and **SECONDED** by Matt DeBock

THAT agenda item 2.3, the election of Vice-Chair, be allowed to be completed out-of-sequence, and postponed until David Porter has joined the meeting. (15-10-073)

MOTION CARRIED.

4. REPORTS

1. Board Chair

Board Chair Ken Lim invited Matt DeBock to provide a report. Matt DeBock thanked the Board for their help and support over the past year.

2. Director's Report

Library Director Jacqueline van Dyk introduced Deborah Hudson to the Board and added that she was delighted to have Deborah in the position of Temporary Executive Assistant until Leanne Erickson returns.

Jacqueline van Dyk reported that staff are happy to be engaging with the new processes and practices being implemented at the Library, as policies are updated and approved.

October is Library Month, and this year it was kicked off with the Mayor reading the Proclamation. A Patron's Survey is being conducted as part of the library celebrations, and Monday October 26 will be D.E.A.R. Day – Drop Everything and Read Day – which will heighten the buzz around the power of reading.

3. Financial Report

Business Manager Nicola McLaren presented the Financial Report. An excess of revenue over expenses is due to a number of factors including unexpected savings in staffing and in utilities. Recent upgrades to lighting have resulted in significant savings on hydro expenses. The Library finances are well on track and within budget.

Frank Sullivan initiated discussion on the \$41,500 decrease in DNV subsidy. Nicola McLaren identified this as the funding decrease for salaries passed by Council during the year. Sanford Osler initiated a discussion of how the forecasted annual surplus would affect the surplus reserve. Nicola McLaren noted that the projected surplus is likely to vary by year end, and will also be subject to year-end adjustments so it is not possible to accurately predict the effect on the surplus reserve.

< David Porter arrived at 6:17 >

< Resume Agenda item 3.3 – Election of Vice-Chair >

5. BOARD CHAIR RESIGNATION & ELECTION OF NEW VICE CHAIR (3.3 continued)

1. Election of Vice- Chair

Board Chair Ken Lim conducted the election of a new Vice Chair. As per the Board's established process, nominations and votes were conducted by ballot. The Board Chair called for the Teller's Committee, (staff members Nicola McLaren and Meghan Crowe), to take,

count, and report nominations by ballot. The nominations for Vice-Chair were: Linda Munro, Frank Sullivan, Mark Jefferson, and David Porter. Mark Jefferson declined the nomination. Frank Sullivan accepted the nomination. David Porter declined nomination in favour of Frank Sullivan. As Linda Munro was not present, there was a vote. The vote was conducted by ballot, counted, and reported by the Tellers' Committee. Frank Sullivan was elected as the NVDPL Board's Vice-Chair.

MOVED by Ken Lim and SECONDED by David Porter

THAT the nomination and voting ballots for the 2015 election of Board Chair and Vice-Chair be destroyed. (15-10-074)

MOTION CARRIED.

6. CONSENT AGENDA

1. Operational Approval

MOVED by Sanford Osler and SECONDED by Frank Sullivan

**THAT the consent agenda be adopted;
AND THAT the regular minutes of the Board – September 24, 2015 are approved.** (15-10-075)

MOTION CARRIED.

2. Reports

1. Library Report

Received for information.

2. Media Report

Received for information.

3. Director's Report: Q3 Strategic Update

Received for information.

3. Correspondence

1. Report to DNV Advisory Oversight Committee (AOC)

Received for information.

7. BOARD ACTION ITEMS

1. Motions Required

1. Operating Policies

a) Use of Library Spaces:

Manager, Welcoming Initiatives, Andrea Freeman presented the proposed Use of Library Spaces policies. Sanford Osler asked about the possibility of selling food. Andrea noted that the previous policy specified that the Library does not sell food, whereas the new policy leaves the question open, with the possibility provided for the sale of food and beverage in the future. Sanford Osler asked if the policy on food in the Library was linked to a concern regarding pests. Andrea noted that patrons are able to bring coffee and lunch into the library, but that a concern is maintained that the Library be a smell-free zone.

MOVED by Lucy Cayuela and SECONDED by David Porter

**THAT the new policy B-OP-06 USE OF PUBLIC SPACES be approved and adopted
AND THAT it replace the current 2.3 LIBRARY ACCESS IN THE COMMUNITY;**

AND THAT the current policy 3.9 FOOD AND BEVERAGES IN THE LIBRARY be removed from the Board Policy, in lieu of the new Management Guideline, MG-OP-06.1 – Management of Patron Conduct;

AND THAT the current 3.11 DISPLAY CASES be removed from the Board Policy, in lieu of the new Management Guideline, MG-OP-06.3 - Exhibits and Displays;

AND THAT the current 3.16 DAMAGE TO HOME VIDEO EQUIPMENT be removed from the Board Policy, in lieu of the new Management Guideline, MG-OP-06.1 – Management of Patron Conduct;

AND THAT the current 3.19 ART DISPLAY POLICY be removed from the Board Policy, in lieu of the new Management Guideline, MG-OP-06.2 – Art Display. (15-10-076)

MOTION CARRIED.

b) Library Gifts-in-Kind Donations

Manager, Collections, Corinne McConchie clarified that gift-in-kind donations relate to the donation of Library Collection Materials, and not money. The proposed new management guidelines on gifts-in-kind will outline the types of materials that the library accepts, and will mirror the information that is on the website.

Ken Lim noted that the guidelines state the Library does not accept “most computer books”, and recommended that the wording be changed to read “outdated computer books”. Mark Jefferson wondered if there was a need to drill down to such detail. Corinne responded that the Libraries get offers of donations on a regular basis, and that it is very helpful to the staff and to the public, to make the list of donation items accepted as clear as possible.

ACTION: Corinne McConchie to replace the text “most computer books” in document MG-OP-09 with “outdated computer books”.

Sanford Osler asked for clarification on the role of appraisals for donations of gifts-in-kind, for tax receipt purposes. Corrine clarified that appraisals by third party experts are arranged and paid for by donors if donors wish a tax receipt for their donation. Appraisals would typically be undertaken upon the donation of a valuable collection of items.

MOVED by Frank Sullivan and SECONDED by Mark Jefferson

THAT the Board approve and adopt the new LIBRARY GIFTS IN KIND DONATION POLICY (B-OP-09) AND THAT it replace 3.6.3 GIFTS AND DONATIONS and the gifts in kind and appraisal language from 3.6.5 TAX RECEIPTS [subject to changes as discussed]. (15-10-077)

MOTION CARRIED.

c) Privacy and Confidentiality

Manager, Collections, Corinne McConchie noted that enhancements to this policy included adding the term ‘Privacy’ to the policy title so that readers are clear this is NVDPL’s privacy statement. In revising the policy, other pertinent NVDPL policies were cross-referenced, and new language was introduced as recommended in the key publication *Privacy Guidelines for British Columbia Public Libraries* (Public Library Services Branch, May 2006).

Sanford Osler noted that on page 2 of 10 of Policy #: B-OP-11 in Attachment 5.1.1c, some of the language style needs to be changed to the third person, to be consistent with the rest of the document.

ACTION: Corinne McConchie to change text in Policy #B-OP-11 to ensure the style is consistent in the third person.

Frank asked for clarification regarding reference to a collection agency under the section *When Personal Information May be Disclosed*. Corinne explained that some libraries contract with an agency to collect fines.

MOVED by Sanford Osler and SECONDED by Mark Jefferson

THAT the Board approve and adopt the revised policy PROTECTION OF PRIVACY AND CONFIDENTIALITY (B-OP-11) and that it replace 3.4 CONFIDENTIALITY POLICY [subject to changes as discussed]. (15-10-078)

MOTION CARRIED.

2. Finance and Infrastructure Committee Terms of Reference (TOR)

Frank Sullivan, Chair of the Finance and Infrastructure Committee (FIC) presented the latest revisions to the FIC Terms of Reference to the Board for adoption. Sanford Osler asked for clarification regarding the addition of FIC approval for budget change requests. Business Manager Nicola McLaren explained that while the annual budget is approved by both FIC and by the NVDPL Board, that there are occasions when the Library has an opportunity or desire to reallocate funds between budget categories during the fiscal year. Such reallocations would not result in any change to the overall budget envelope. The ability for the Director of Library Services to approve change requests less than \$10,000, or 50% of the total annual budget for a single budget category, allows the Library to be nimble in case the opportunity for changes to be passed by Council does not coincide with a FIC meeting for timely approval in advance.

MOVED by Mark Jefferson and SECONDED by Lucy Cayuela

THAT the updated Terms of Reference for the Finance and Infrastructure Committee be adopted [subject to changes as discussed]. (15-10-079)

MOTION CARRIED.

3. Finance Policies

Library Director Jacqueline van Dyk introduced discussion of the North Vancouver District Public Library finance policies, which are currently in the process of being updated. She noted that Nicole Deveaux, DNV CFO, who has been an integral part of the process, is currently on leave until early 2016. Although she approved these policies for recommendation to FIC and the Board prior to the October 15, 2015 FIC meeting, she was unable to attend that meeting

to address questions that arose. Jacqueline van Dyk stated that David Stuart, DNV CAO, advised that the policies as recommended by FIC should be presented to the Board for approval this evening, on the understanding that amendments to the policy B-FIN-12 may be brought forward by the CFO when she returns from leave in early 2016.

Sanford Osler noted that on B-FIN-12 page 2 of 4, that under Authority to Act, second paragraph, it should read "...must be approved by the Finance and Infrastructure Committee Chair on behalf of the Board."

ACTION: Nicola McLaren to change B-FIN-12 page 2 of 4 to read: "...must be approved by the Finance and Infrastructure Committee Chair on behalf of the Board."

MOVED by Lucy Cayuela and SECONDED by Frank Sullivan

THAT the following updated Finance policies be approved and adopted:

- 1. B-FIN-12 – Procurement, Purchasing and Payment Approval (Acquisitions)**
- 2. B-FIN-13 – Environmental Purchasing**
- 3. Amendments to existing - 6. Finance Policies (15-10-080)**

MOTION CARRIED.

4. 2014 Annual Report

Meghan Crowe presented the Draft Annual Report. The report was designed to celebrate the 50th Anniversary of the Library, and to convey the transformation that has taken place at the Library over the past 50 years. The report includes: a message from the Mayor describing the shift in libraries as they progress into the 21st Century; a message from the Board Chair introducing the new strategic framework; introductions from each of the Library Management Staff; a celebration of staff and recognition of those retiring; financial highlights; and a thank you to donors.

Jacqueline added that the Library's 50th anniversary presented an opportunity to do something special for the annual report. The concept was influenced by research on the history of the Library's annual reports, which found that the earlier versions reflected a great deal more personality and story, with more narrative than in recent years.

Lucy Cayuela observed that the annual reports serve an archival function, documenting the important changes in the Library throughout the years. Trustees commended staff on a job well done.

**MOVED by Frank Sullivan and SECONDED by Lucy Cayuela
THAT the 2014 Annual Report be approved. (15-10-081)**

MOTION CARRIED.

5. 2016: Budget Submissions

Business Manager Nicola McLaren noted that Board approval is required prior to the Library's 2016 Capital and Operating Budget Submissions being made to the District of North Vancouver. The deadlines for these budgets will be very tight, with the first deadline next week. A Preliminary Draft of the Library's 2016 Capital Budget submission was presented to the Board with the request that the Board approve the projects in principle, and authorize the Finance and Infrastructure Committee to approve the final submission on behalf of the Board.

Mark Jefferson asked for an outline of the full budget approval process, and Nicola McLaren provided details on each step from approval at the Library's Finance and Infrastructure Committee, to presentation to DNV Council.

MOVED by Matt DeBock and SECONDED by Mark Jefferson

THAT having reviewed the categories of budget requests for the 2016 Capital Budget submission, the Board authorizes the Finance and Infrastructure Committee to approve, at its November meeting, the final 2016 Capital Budget submission on behalf of the Board;

AND THAT the Board authorizes the Finance and Infrastructure Committee to approve at its November meeting, on behalf of the Board, the 2016 Operating Budget submission, assuming its availability. (15-10-082)

MOTION CARRIED.

8. DISCUSSION ITEMS

1. Board 'mini-strategies' Retreat Update

The Board Retreat will take place on November 28 from 9:30-3:30 at the North Vancouver Museum and Archives. Consultant Michael Shoop will act as the facilitator. Mark Jefferson

regretted he would not be able to attend. Matt DeBock will confirm at a later date.

2. Trustee Recruitment

Sanford Osler outlined the new approach to recruiting Trustees that was implemented and favourably reviewed last year, whereby the Board presented its recommendations as input to the Advisory Oversight Committee's (AOC) review, before the District made the final decision. This year the Library held a Library Trustee Open House on Wednesday October 14, 2015 and three known applicants attended. The Board has not received the applications yet but has been invited to attend an AOC meeting on November 2, 2015.

3. Filming Update

It appears that the terms of the Library Board's Policy 3.17 USE OF LIBRARY FACILITIES BY FILM COMPANIES may be superceded by the District's Film Policy. Discussion ensued.

ACTION: The Board directed Library Director Jacqueline van Dyk to work with appropriate DNV staff to consider how best to update the Library Policy 3.17 USE OF LIBRARY FACILITIES BY FILM COMPANIES.

<8:00 PM – Corrine McConchie and Meghan Crowe left the meeting>

4. Patron Code of Conduct

Andrea Freeman, Manager, Welcoming Initiatives, presented the proposed changes to the NVDPL's existing Code of Conduct, noting that the changes include integrating positive-centred language, and that the proposed policy is designed to align with the library's changing culture, toward being more welcoming and inclusive. The process drew on consultation with other public libraries, and on feedback from NVDPL staff and the visiting public. Matt DeBock supported the direction of focusing on promoting a culture of respect, rather than providing a list of undesirable behaviours. David Porter suggested referencing the updated Operating Policy approved earlier in the meeting, under Use of Public Spaces: Management Guidelines for Management of Patron Conduct. There was strong support for the new Code of Conduct.

9. STANDING ITEMS

1. Updates – Committees

1. Governance

The Board's Self-Assessment Survey has been deferred to the November meeting to allow for everyone to complete the survey. Ken Lim encouraged those who have not yet completed the survey to do so.

2. Human Resources

There were no updates.

3. Advocacy

Director, Library Services, Jacqueline van Dyk advised that she is waiting to hear when the NVDPL will be asked to attend a Meeting of DNV Council.

4. Finance and Infrastructure

The Draft Minutes of the October 15, 2015 Finance and Infrastructure Committee were received.

2. Updates – Affiliates

1. InterLINK

Ken Lim reported on his attendance at the InterLINK retreat on Saturday, which was facilitated by Michael Shoop, and considered it a great success.

2. Friends of the Library

The Friends will be holding their next book sale October 23-25, 2015. The Friends are currently in need of more volunteers.

3. Council

There was no report.

10. IMPORTANT UPCOMING DATES

1. Trustees noted the important upcoming dates listed in the Agenda.



11. ADJOURN – 8:40 PM

MOVED by Ken Lim and SECONDED by Matt DeBock:

THAT the Board adjourn the meeting. (15-10-083)

MOTION CARRIED.



Library Board Chair **Date** 26 Nov 2015



Director, Library Services **Date** 26 Nov 2015