

REGULAR MEETING NVDPL LIBRARY BOARD

THURSDAY, March 24, 2016 – 6:00 PM
Lynn Valley Library – Program Room, 1st Floor
1277 Lynn Valley Road, North Vancouver, BC



North Vancouver District
Public Library

MINUTES

ATTENDEES

Library Board

David Porter – Chair
Linda Munro – Vice-chair
Ken Lim – Trustee
Kristine Mactaggart Wright – Trustee
Phil Webber – Trustee
Mark Jefferson – Trustee
Jim Hanson – Trustee / Council Representative
Mike Little – Trustee

Management/Staff

Jacqueline van Dyk – Library Director
Deborah Hudson – Executive Assistant (Temporary)

Guests

Andy Wardell – DNV, Acting Chief Financial Officer
Andrea Freeman – Manager, Welcoming Initiatives
Adam Farrell – Manager Innovation & Learning
Leanne Erickson – Executive Assistant (Returning)

REGRETS

Allison Rzen – Trustee

1. **CHAIR WELCOMED ATTENDEES AND GUESTS; CALLED MEETING TO ORDER AT 6:00 PM**

2. **ADDITIONAL ITEMS FOR THE AGENDA**
 - Phil Webber asked to include discussion on a book being published for the District's 125th Anniversary. Jacqueline noted that she will be talking about the book as part of her verbal report.
 - David Porter requested that item 5.1.2 be moved to the top of the Agenda.

MOVED by Linda Munro and SECONDED by Ken Lim

THAT the Agenda be approved as amended.

(16-03-001)

MOTION CARRIED.

3. 2015 AUDITED FINANCIAL STATEMENTS

- This item, originally Item 5.1.2 on the Agenda, was moved up to accommodate the Board's guest, DNV Acting CFO, Andy Wardell.
- David Porter invited Jim Hanson, Chair of the Finance and Infrastructure Committee to report on the FIC Meeting on Monday March 21, 2016. Jim Hanson reported that Andy Wardell had facilitated a full review of the 2015 Financial Statements at the FIC Meeting, including a presentation of the assumptions and processes used in preparing the financial statements. Archie Johnston, Partner with KPMG, reviewed the Auditors Report with the committee. Following discussion the Finance and Infrastructure Committee passed a motion to recommend to the Library Board that the 2015 Financial Statements be approved as audited.

MOVED by Mark Jefferson and SECONDED by Phil Webber

THAT the Library Board approve the Audited Financial Statements for the year ended December 31, 2015.

(16-03-002)

MOTION CARRIED.

- Andy Wardell presented the official copy of the NVDPL 2015 Financial Statements for signing by the Board Chair David Porter, the Library Director, Jacqueline van Dyk, and himself, as Acting Chief Financial Officer.

<Andy Wardell left the meeting at 6:12 PM>

4. STANDING REPORTS

4.1 Board Chair's Report

- David Porter announced that he received an e-mail from the Council Clerk advising of a workshop on Parliamentary Process being held April 21, 2016. He has signed up for the workshop. Linda Munro may also be able to attend. Mark Jefferson added that he had attended the workshop last year, and found it very informative.

4.2 Director's Report

- Library Director Jacqueline van Dyk welcomed Executive Assistant (Returning) Leanne Erickson to the meeting as a guest, and thanked her for coming. Leanne is gradually returning to full-time work, and is becoming acquainted with the current work of the Library Board.
- Jacqueline van Dyk announced that Alison Campbell, the new Manager, Community Connections, began in her new role on March 14, 2016. Jacqueline has known Alison

Campbell and her work at the Library for about 25 years, and is happy to have been able to support staff by having the opportunity to hire within the organization.

- Jacqueline van Dyk introduced Trustees to the new “Shelf Talkers” that will be added to the Library shelves to communicate staff recommendations and other information.
- Adam Farrell, Manager, Innovation and Learning, reached out to Google to have the Lynn Valley Library included in a *Google Expeditions* trial promotion event which was held at the Library earlier today. Jacqueline van Dyk thanked Linda Munro for re-tweeting about the event.
- The Library is working with the Event Coordinator hired by the DNV to plan the District’s 125th Anniversary, and has agreed to launch the 125th Anniversary Book written by Daniel Francis, at an event at the end of June. The NVDPL’s 50th Anniversary decals displayed at the libraries inspired the Event Coordinator to look into developing something similar for the District’s anniversary. The Library will also participate in and promote the District’s 125th Anniversary through social media.
- The Library has been offered three original pieces of art by artist Clancy Dennehy from donor Dave Perfitt, who had generously donated high quality reproductions of Group of Seven paintings a couple of years ago. One of the pieces is being commissioned by Perfitt. The Library will host a reception in honour of the donation at a time still to be determined.
- Jacqueline van Dyk drew the Board’s attention to the new issue of *Inspiring Stories*, and to the photographs of the simulated circulation area made out of cardboard, which staff put together to test design ideas for the proposed renovation of the space. Important revisions in the design have resulted from the process. Manager, Welcoming Initiatives Andrea Freeman shared additional photographs with the Board. She noted that about 40 staff went through the mock-up, and that about 20 staff completed feedback questionnaires. The project is important for testing the functionality of the design. Andrea Freeman will be meeting with the architects on April 4th to work on the next phase of the floorplan development. Overall, staff are very supportive of the change. As in any population, some people are very eager for change, some don’t like it, and the majority are in the middle.
- Jacqueline van Dyk plugged the NVDPL Writers Festival, which will be taking place on April 15th -16th, and which will be open free to the public, and the Whisky Library Fundraiser event which will be hosted by Grant Lawrence on May 7th.
- Phil Webber noted that the North Vancouver Museum and Archives will be launching an online exhibit *Voices and Views*, which will highlight the experience of living and working in North Vancouver, and suggested that the Library might link to that project relating to the 125th Anniversary of the District.

4.3 Financial Report

- The Finance and Infrastructure Committee met on March 21, 2016 and received a detailed orientation to the DNV financial processes and statements as they relate to the NVDPL.
- The orientation included interesting presentations from other staff at the DNV who help to support the Library. [Rick Danyluk, Manager, Financial Planning; Jaskaran Gill, Acting Accounting & Reporting Manager; Larry Davis, Supplies and Risk Management Manager; Mike Senior, Manager, IT Services; Matt Schofield, Facilities Project Manager; Cindy Rogers, Manager, Human Resources; Rita Bittel, Audit & Business Process Advisor.]
- Archie Johnston, Partner with KPMG, also attended the FIC meeting to answer any questions regarding the Library's 2015 Audited Financial Statements.
- Three more meetings of FIC have been planned for April, July, and October.

5. CONSENT AGENDA

5.1 Operational Approval

1. Approval of Regular Minutes of the Board – January 28, 2015

5.2 Reports

1. Library Report
2. Media Report
3. Provincial Public Library Grants Report Submission
4. NVDPL Payroll Phase 2-Audit Report

5.3 Correspondence

1. BCLTA Newsletter – March, 2016

MOVED by Linda Munro and **SECONDED** by Ken Lim,

THAT that the consent agenda be adopted;

AND THAT the regular minutes of the Library Board – February 25, 2016 are approved. (16-03-003)

MOTION CARRIED.

6. BOARD ACTION ITEMS

6.1 Motions Required

1. Operating Policy Update: InterLINK

- In reviewing the draft policy, Kristine noted that there was an extra period in one of the bullet items.

MOVED by Kristine Mactaggart Wright and **SECONDED** by Phil Webber,

THAT the Board approve and adopt Policy B-BD-03 InterLINK as amended and that Policy 1.5 InterLINK be removed.

(16-03-004)

MOTION CARRIED.

2. 2015 Audited Financial Statements

- This item was addressed earlier in the meeting under Agenda Item 3.

7. DISCUSSION

7.1 BCLTA Trustee Orientation Program (TOP) Training

- Phil Webber and Kristine Mactaggart both attended the TOP training in Surrey on March 12, 2016. Phil Webber commented that for the cost and time invested that it was very valuable, and included an overview of the Library Act, and key Board responsibilities, from planning to risk management. A survey was provided that would be helpful to fold into the annual Library Board self- evaluation, and examples of strategic plans will also be useful for reference as the Library Board begins the strategic planning process. Kristine Mactaggart noted that there had been positive reports from the Vancouver Public Library Trustees "Councillor Buddy" system. Other topics included Library mission statements, tools to evaluate the Library Director, and corporate sponsorship development. David Porter thanked the Trustees for their reports, noting that he, Linda Munro, and Ken Lim had attended the training last year, and that they had also found it to be very helpful.

7.2 Library Board Strategic Planning

- David Porter invited Jacqueline van Dyk to introduce the subject. A brief review of the Library Boards process to date was provided, including preliminary work accomplished with Michael Shoop in November 2015. David Porter and Ken Lim shared their knowledge of Michael Shoop's work in the development of a Strategic

Plan for InterLINK, and noted that the entire process took over one year, meeting every 2 months.

- Phil Webber acknowledged the Strategic Framework that the Library already has in place, noted that it is very good, and that it took a lot of work. He shared with the Board an outcome of the HR Committee Meeting on March 23, 2016, noting that Jacqueline van Dyk had demonstrated the rigor of the detailed work existing behind the 2016 Work Plan, including quarter by quarter actions. In this work, Phil Webber noted that he saw the components needed to put together a strategic plan. What he felt the Board needed was a policy or procedure regarding what to include in a strategic plan for the NVDPL. He would like to see the Stakeholder analysis that he believes the Library has already completed, and suggested that a materiality assessment would form a good basis for the plan. He added that while there is a role for a consultant in developing the strategic plan, that the Board needs to carefully consider the best use of the consultant's time.
- Ken Lim offered that in his 6-year experience on the Library Board, that the Library Staff are instrumental in developing the Strategic Plan and that the Board ensures that the direction of the plan is appropriate. Kristine Mactaggart agreed and added that a consultant also brings additional value to the development of plan. Mark Jefferson agreed that the Strategic Plan needs to be a joint initiative, also with an opportunity for input from stakeholders, and that the Board needs to contribute its vision of how it sees the Library operating within the community. Linda Munro observed that holding a workshop would be a good way to bring all the ideas together.
- Mark Jefferson and Phil Webber identified a concern regarding the grey area of how a strategic plan then translates into operations and measurable outcomes. David Porter agreed that the Strategic Plan needs to link to an operational plan, and drew attention to the fact noted earlier that the Strategic Framework already exists. Summing up the discussion, and suggesting further direction, David Porter noted that:
 1. Strategic Planning falls under the purview of the Governance Committee.
 2. An *optimal* approach toward the development of a strategic plan is required in 2016 in order to support and link to the existing work plan and HR Evaluation Process for the Library Director.
 3. The 2016 Strategic Plan will contribute toward building an ideal strategic plan for use in 2017.
 4. A Prototype Strategic Plan will link with the Strategic Framework, the Operating Plan, and the HR Evaluation Process for the Library Director.
 5. The Strategic Planning Process will align all existing components and create a process roadmap for future strategic plans.

- The Library Board discussed the possibilities of either a full-day or a half-day retreat, and raised the potential of engaging a consultant with the background and skill necessary to “break the back of the work” to pull all of the existing components together into a Strategic Plan for 2016.

ACTION: Governance Committee to discuss the Library’s strategic planning process requirements, and the current proposal from Michael Shoop, and bring recommendations back to the next Board meeting, including whether or not to accept the current proposal submitted by Michael Shoop to facilitate the next stages of the Library Board Strategic Planning Process in the Spring of 2016.

8. STANDING ITEMS

8.1 Updates – Committees

1. Governance Committee

- The first Governance Committee Meeting of 2016 is scheduled for April 13, 2016.

2. Human Resources Committee

- The HR Committee met the previous evening on March 23, 2016. Committee Chair Mark Jefferson reported that the Committee had developed a survey for the evaluation of the Library Director, based on the one used at the West Vancouver memorial Library. The committee is considering use of the survey as an assessment tool as part of the evaluation methodology, and will bring the information forward to the Board for review at a future meeting.

3. Advocacy Committee of the Whole

- Linda Munro circulated an information package to the Board for their review: *NVDPL Board Advocacy Initiative: Trustee Liaison Program with District Council and SD44*. She spoke about the positive experience the Vancouver Public Library has had with a similar program, and that it has led to a better understanding between the groups. The document makes suggestions about how Trustees approach teaming up and engaging with Councillors about the Library at 3-4 meetings per year.

<Mike Little joined the meeting at 6:55 PM>

4. Finance and Infrastructure Committee (FIC)

- The Finance and Infrastructure Committee met on March 21, 2016. Further details are contained in these Minutes under Agenda Item 4.3.

8.2 Updates – Affiliates

1. InterLINK

- David Porter reported that the next InterLINK meeting will be March 29, 2016 at the Burnaby Public Library.

2. Friends of the Library

- It was clarified at the meeting that the Friends of the Library are an independent charity that has a close business relationship with the Library, but that it is run as a completely separate volunteer-based operation.

3. DNV Council

- Jim Hanson reported that Council is currently on Spring Break and that they will return on Tuesday March 28, 2016. He is not aware of any discussions that relate to Library issues.

9. IMPORTANT UPCOMING DATES

- Trustees noted the important upcoming dates listed in the Agenda. There was discussion in particular regarding the upcoming BCLTA Conference, and Jacqueline van Dyk encouraged Trustees to let her know if they would like to attend.

ACTION: Library Director Jacqueline van Dyk to let Trustees know when the BCLTA Conference Agenda has been announced.


10. ADJOURN – 7:12 PM

MOVED by Linda Munro and SECONDED by Kristine Mactaggart Wright

THAT the Board adjourn the meeting.

(16-03-005)

MOTION CARRIED.



Library Board Chair

28 April 2016

Date



Director, Library Services

29 April 2016

Date