



## REGULAR MEETING of the NVDPL BOARD

WEDNESDAY, APRIL 27, 2017 – 6:00 PM

Lynn Valley Library – Program Room, 1<sup>st</sup> Floor  
1277 Lynn Valley Road, North Vancouver, BC

# MINUTES

### ATTENDEES

#### Library Board

Mike Little – Chair  
Linda Munro – Vice Chair  
Lara Greguric – Trustee  
Kristine Mactaggart Wright – Trustee  
Mark Jefferson – Trustee  
Colleen MacMillan – Trustee  
Allison Rzen – Trustee  
Phil Webber – Trustee

#### Library Staff

Jacqueline van Dyk – Library Director  
Colleen Clandening – Executive Assistant (Temporary)  
Deborah Hudson – Business Manager  
Krista Scanlon – Manager, Collections Services  
Alison Campbell – Manager, Community Connections  
Corinne McConchie – Manager, Welcoming Initiatives  
Meghan Crowe – Communications/Events Coordinator

#### Guests

Andy Wardell – Acting NVDPL/DNV CFO

### REGRETS

#### Library Board

Mark Jefferson – Trustee  
Jim Hanson – Trustee / Council Rep.

### 1. WELCOME AND CALL MEETING TO ORDER - CHAIR – 6:00

### 2. ADOPTION OF AGENDA

**MOVED by Linda Munro and SECONDED BY Phil Webber**

**THAT the agenda for April 27<sup>th</sup>, 2017 meeting of the NVDPL Board be approved.** (17-04-01)

**CARRIED.**

### 3. STANDING REPORTS

#### 3.1. Chair's Report

- The Board Chair Mike Little, Vice-Chair Linda Munro and Director of Library Services Jacqueline van Dyk provided local MP Jonathan Wilkinson with a tour through the Lynn Valley Library on Tuesday, April 25. Discussions included the newly remodelled Circulation Area, the Summer Reading Club program, opportunities for community volunteerism, and the plans for the digital creation lab space.

- Board Chair Mike Little attended the public opening of the new Lynn Valley Library circulation area, and attended both the Board’s Finance and Infrastructure Committee and Governance Committee meetings via telephone.

**ACTION: Board Chair Mike Little to send MP Jonathan Wilkinson information on the NVDPL StoryLab.**

### **3.2. Director’s Report**

The Director of Library Services Jacqueline van Dyk noted that:

- The Library is offering a live feed of the TED Talks Conference.
- The Library will be co-hosting a “Metro Conversation” regarding the sacred single family home on May 17.
- A potential partnership opportunity for public libraries is currently being explored with other InterLINK members and the PNE.

### **3.3 Financial**

- Financial Reports will be addressed under Agenda Item 5 – Board Action Items.

## **4. CONSENT AGENDA**

### **4.1. Operational Approval**

- Trustees asked that items 4.1.3, 4.1.4, 4.1.5, 4.1.6, and 4.2.5 be removed from the Consent Agenda for discussion.

**MOVED by Lara Greguric and SECONDED by Colleen MacMillan**

**THAT the Consent Agenda be adopted as amended, with the exception of 4.1.3 – 4.1.6 and 4.2.3, including the adoption of the following motions:**

**THAT the policy B-GOV-05 TRUSTEE RECRUITMENT and Board Guideline BG-GOV-05 TRUSTEE RECRUITMENT PROCESS are approved and adopted by the Board.**

**AND THAT the regular minutes of the Board – February 22, 2017 are approved. (17-04-02)**

**CARRIED.**

### **4.1.3. B-GOV-04 Continuity of Library Directorship**

- There was discussion regarding the role of the Board Chair with respect to the proposed policy.

- Also discussed were potential issues relating to individuals who may agree to work in an acting capacity, and who may later apply for the equivalent permanent position.

**MOVED by Colleen MacMillan and SECONDED by Linda Munro**

**THAT the Policy B-GOV-04 CONTINUITY OF LIBRARY DIRECTORSHIP and Board Guideline BG-GOV-04 CONTINUITY OF LIBRARY DIRECTORSHIP are approved and adopted by the Board.** (17-04-03)

**CARRIED.**

#### **4.1.4 Policy Housekeeping: Management of Patron Conduct**

- Director of Library Services Jacqueline van Dyk clarified that the only changes being proposed to Management Guideline MG-OP-06.1 were: to add the already existing patron Code of Conduct to the Guidelines as "Appendix A"; to update the appendix with one additional point; and to include the appendix in the list of related policies and procedures noted in the Guideline.

**MOVED Kristine Mactaggart Wright and SECONDED by Linda Munro**

**THAT the Management Report MG-OP-06.1 MANAGEMENT OF PATRON CONDUCT be received for information.** (17-04-04)

**CARRIED.**

#### **4.1.5 Policy Housekeeping: Distribution and Posting of Free Material**

- There was discussion regarding the difference between Policies and Management Guidelines, and Director of Library Services Jacqueline van Dyk clarified that while changes to Policy must be approved by the Board, that changes to Management Guidelines are made by Management and presented to the Board for information.
- It was suggested that in future the Policy and Management Guidelines be presented together whenever a change was being made to either.
- It was further suggested that Policy documents be cross referenced with Management Guideline documents, in order to further tighten up the policy suite.

**ACTION: Policy documents to be cross referenced with Management Guideline documents, in order to tighten up the policy suite.**

**MOVED by Lara Greguric and SECONDED by Colleen MacMillan**

**THAT the Management Report regarding MG-OP-08.1 DISTRIBUTION AND POSTING OF FREE MATERIAL be received for information.** (17-04-05)

**CARRIED.**

**4.1.6 Policy Housekeeping: Finance**

- At its April 20, 2017 meeting, the Finance and Infrastructure Committee passed a motion to recommend that the Board adopt a set of 5 financial policies: B-FIN-01 Accounting; B-FIN-04 Tangible Capital Assets; B-FIN-10 Insurance; B-FIN-14 Equipment Leases; B-FIN-18 Banking.
- Phil Webber asked Board Chair for clarification on whether any new policies should be in the Consent Agenda or presented as new action items. Board Chair Mike Little responded that it is up to the will of the Board whether the items are presented in the Consent Agenda. He added that the policies had previously been reviewed by FIC.
- Trustee and FIC Chair Lara Greguric reviewed some of the discussion points reviewed by FIC relating to the draft policies, and noted some of the changes already made.
- Acting NVDPL/CFO Andy Wardell noted that these particular policies represent areas of finance highly influenced by the central services provided to the Library by the District of North Vancouver.
- Trustee Phil Webber made a number of suggestions regarding the re-wording of the policies. The possible changes were welcomed, and it was suggested that Phil Webber create a list of his recommended wording changes and submit them for consideration by FIC.

**MOVED by Linda Munro and SECONDED by Kristine Mactaggart Wright**

**THAT proposed wording changes to existing Policy # B-FIN-10 be referred to FIC for further review and that FIC bring its recommendations back to the Board.** (17-04-06)

**CARRIED.**

**MOVED by Linda Munro and SECONDED by Kristine Mactaggart Wright**

**THAT new Draft Policies B-FIN-01 , B-FIN-04, B-FIN-14, B-FIN-18 be referred to FIC for further review and that FIC bring its recommendations back to the Board.** (17-04-07)

**CARRIED.**

#### **4.2.5 Capilano Library Entrance Remediation**

- Director of Library Services responded to questions regarding the recent detection and ongoing investigation of water damage to the Capilano Library building envelope in the area of the Front Entrance.
- It was confirmed that the District of North Vancouver is taking responsibility for the cost of the investigation and any related work.

**MOVED Allison Rzen and SECONDED by Lara Greguric**

**THAT the Capilano Library Entrance Remediation Report be received for information.** (17-04-08)

**CARRIED.**

### **5. BOARD ACTION ITEMS**

#### **5.1 For Motion**

There was a request to reverse the order of Agenda Items 5.1.1 and 5.1.2. However, these two items were discussed together.

##### **5.1.1 Draft 2016 Audited Financial Statements**

- Finance and Infrastructure Committee Chair Lara Greguric noted that FIC had reviewed the Library's Draft Audited Financial Statements and that KPMG had conducted the audit and returned with a clean opinion. She reported that FIC was comfortable with Statements and that the Committee recommended that the Library Board approve the Library's Draft 2016 Audited Financial Statements. She asked if any of the Trustees had any questions.
- Trustee Phil Webber had a number of questions relating to process which were responded to by Lara Greguric and by NVDPL/DNV Acting CFO Andy Wardell. Andy Wardell noted that the NVDPL Letter of Representation will be signed by both himself and the Director of Library Services Jacqueline van Dyk only after the appropriate Library Board approvals and the signing by the Board Chair and others of the appropriate sections of the 2016 Audited Financial Statements and the 2016 Statement of Financial Information (SOFI).
- Trustee Phil Webber felt that KPMG ought to have specified in the 2016 Audited Financial Statements that the North Vancouver District Public Library is dependent upon the District of North Vancouver. Trustee Colleen MacMillan asked for a detailed explanation of the concept of related party transactions and relationships. It was felt by some that it is already clear in the documents that the Library is financially dependent upon the District. Trustee Phil Webber requested that the observation be included in the 2018 Audited Financial Statements.

- Trustee Phil Webber also noted that KPMG's use of the term 'Council' needs to be more clearly identified in future as the District of North Vancouver Council. Andy Wardell will look at these recommendations going forward, and noted that there is always room for improvement.

**ACTION: That the Finance and Infrastructure Committee discuss and consider at its next meeting the potential inclusion of a relationship note of related party economic dependency in the Library's 2018 Audited Financial Statements.**

- Trustee Linda Munro drew the Board's attention to KPMG's comments under the heading Control Deficiencies. Andy Wardell offered an enhanced explanation of KPMG's comments, highlighting that KPMG did not identify any control deficiencies that they considered to be significant and that, typical of smaller organizations with a very small management team, it was noted that the ideal segregation of duties at the Library may be difficult to achieve, and that as a result, constant diligence regarding budget and expense controls was required.
- Trustee Phil Webber introduced discussion of the District of North Vancouver Audit Assurance Program and the Internal Audit Program, and asked about the nature, extent, and timing of internal audits. Andy Wardell provided an overview of the programs, and noted that the Library had been through an internal audit in recent years. Andy Wardell invited any specific concerns to be brought forward.
- Trustee Phil Webber noted that the Library Board did not have a policy regarding Audit Assurance, and suggested that one be developed. It was agreed that FIC would explore the issue. Trustee and FIC Chair Lara Greguric offered that the subject could be considered more operational in nature.
- Trustees expressed interest in a more detailed explanation of what an internal audit entailed. Andy Wardell and Jacqueline van Dyk provided a brief account of the recent internal audit at the Library, and highlighted examples of where there is a very high level of integration between the Library and the District financial processes.

**ACTION: The Finance and Infrastructure Committee to discuss financial control efficiencies and internal audit assurance at the next FIC meeting, and to advise the Board of any additional actions or policies that may be recommended for the Library.**

**MOVED by Lara Greguric and SECONDED by Allison Rzen**

**THAT the NVDPL Draft Audited Financial Statement for the year ended December 31<sup>st</sup>, 2016 be approved.** (17-04-09)

**CARRIED.**

#### **5.1.1 2016 Statement of Financial Information (SOFI)**

**MOVED by Lara Greguric and SECONDED by Allison Rzen**

**THAT the Statement of Financial Information (SOFI) for the year ended December 31, 2016 be approved.** (17-04-10)

**CARRIED.**

#### **5.1.3 Draft 2016 Annual Report**

- Communications/Events Co-ordinator Meghan Crowe presented the Library's Draft 2016 Annual Report. She noted that the report has been designed in the same format as last year, and that she is currently working with the DNV to arrange for the Mayor's Message. Trustees shared their comments on the Draft. It was noted that there are approximately 125 copies printed and distributed per year.

**MOVED by Linda Munro and SECONDED by Lara Greguric**

**THAT the Board endorse the 2016 Annual Report for printing and distribution in June 2017.**  
(17-04-11)

**CARRIED.**

## **6. STANDING ITEMS**

### **1. Updates – Committees**

#### **6.1. Advocacy**

- Advocacy Committee of the Whole Chair Linda Munro sent letters to both MPs: Jonathan Wilkinson and Terry Beech. Jonathan Wilkinson responded, and was offered a tour of the Library, which he accepted.
- It was agreed that the Committee should be prepared with a comprehensive ask the next time the MPs are contacted.

- It was decided that contact with the MLAs would be made following the election on May 9<sup>th</sup>, and that the Committee should consider sending a letter of congratulations to each of the newly elected MLAs.

#### **6.1.2 Finance and Infrastructure**

- FIC Chair Lara Greguric noted that Board had just reviewed the results of the last two meetings of FIC, in the Committee's recommendations related to items 5.1.1 and 5.1.2 of the Agenda.
- Two more FIC meetings are scheduled for the Fall of 2017.

#### **6.1.3 Governance**

- The first meeting of the Quarter was held on March 22, 2017 where discussion focussed on the suite of policies relating to Hiring and Empowering Staff.
- The next meeting is scheduled for May 10<sup>th</sup>.
- The Governance Committee Work Plan has been updated and was included in the Board's Agenda Package.

#### **6.1.4 Human Resources**

- The Human Resources Committee will hold its first meeting of 2017 in early June.

### **6.2 Updates – Affiliates**

#### **6.2.1 InterLINK**

- Colleen MacMillan reported on her attendance at recent meetings of InterLINK as the NVDPL Representative on the Interlink Board. Both she and Board Chair Mike Little attended the first meeting of the year. She was impressed by the work accomplished by InterLINK and noted the "New to BC" program which welcomes new immigrants to local libraries, and has made contact with 60,000 individuals. She also noted that many other InterLink libraries are working on facility renovations.
- InterLINK's Financial Report will be included in the May NVDPL Board package.
- The next InterLINK meeting will be held at the end of May.

#### **6.2.2 Friends of the Library**

- There was no report on the Friends of the Library.



**6.2.3 Council**

- Councillor Jim Hanson participated in the public opening of the new Lynn Valley Library Circulation Area on Wednesday April 26<sup>th</sup>.

**8. ADJOURN TO IN-CAMERA DISCUSSION 8:10 PM**

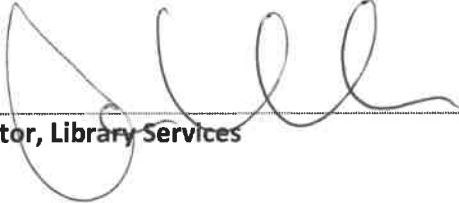
**MOVED by Mike Little and seconded by Linda Munro**

**THAT the regular meeting of the NVDPL Board be adjourned, and that the In-Camera Meeting scheduled for April 27, 2017 be postponed due to time constraints, until the next meeting of the Library Board on May 25, 2017. (17-02-12)**

**CARRIED.**

  
Library Board Chair

25 May 2017  
Date

  
Director, Library Services

25 May 2017  
Date