



REGULAR MEETING of the NVDPL BOARD

THURSDAY, JUNE 27, 2019 – 6:00 PM

Lynn Valley Library – Learning Lab, 2nd Floor
1277 Lynn Valley Road, North Vancouver, BC

MINUTES

ATTENDEES

Library Board

Kristine Mactaggart Wright – Board Chair
Lara Greguric – Vice Chair
Allison Rzen – Trustee
Ana Lopez – Trustee
Gerald Baier – Trustee
James Mitchell – Trustee
Jordan Back – Council Representative
Phil Webber – Trustee
Valerie Dong – Trustee

Library Staff

Jacqueline van Dyk – Library Director
Sarka Navratil – Executive Assistant
Krista Scanlon – Manager, Collection Services
Sandi Burgess – Manager, Welcoming Initiatives
Maryann Kempthorne – Manager, Innovation & Learning

Guest

Shelley Craig – Architect AIBC FRAIC, Urban Arts Architecture

1. BOARD CHAIR CALLED MEETING TO ORDER – 6:07 PM

2. ADOPTION OF AGENDA

Board Chair requested a motion to adopt the Agenda.

MOVED by Jordan Back and SECONDED by Lara Greguric

THAT the Agenda for the June 27, 2019 Regular Meeting of the Board be approved. (19-06-01)

MOTION CARRIED

3. REPORTS

3.1 Presentation – URBAN ARTS ARCHITECTURE – Shelley Craig, Urban Arts Architecture (UAA) gave an overview of services provided by UAA. Round table provided an opportunity for Trustees state their visions of their local Library.

CAPILANO: inviting, accessible and welcoming, more modern, open and welcoming, more light, brighter, change the outside of the building, don't even know it's there, hard to park

LYNN VALLEY: touchable, accessible, read and talk, 'more', capacity – need more space for activities, more community hub, connecting to the community

PARKGATE – accessibility, underutilized 'piazza' outdoor space – have seating areas and show movies outside, open the main floor boardroom, more inviting, open and comfortable, functionally modern (inside/outside), technologically advanced and up to date

Shelley Craig provided a summary of needs identified at recent Parkgate and Lynn Valley focus groups:

- Easy to find materials – how to advertise the collection
- Variety of meeting places – how to introduce a variety of spaces

- Seating – variety of seating options for different patron needs
- Family friendly spaces – how to include family friendly strategy
- Creative space – how to make space for youth
- Connection to technology – use as a booking tool, connect to different community programs

Library specific needs:

PARKGATE

- Accessibility for all – mobility for people with physical and vision challenges
- Increase connectivity – connection between the upstairs and downstairs spaces
- Flexibility and adaptability
- Enhance connection to daylight and views
- Create a ‘balanced beacon’
- Improve signage and way-finding
- Create a place for youth of all ages
- Incorporate indigenous values
- Foster connection between all age groups

Shelley Craig provided number of refresh concept options. Feedback included inquiries about designing for the environment, safety issues, ambient temperature/lighting, vision for outside seating, programing considerations, and space for public art.

LYNN VALLEY

- Accessibility for all
- Increase connectivity between spaces and floors
- Flexibility and adaptability
- Create cozy spaces to lounge/nest
- Seamless connection to tech
- Improve signage
- Create a place for youth of all ages
- Incorporate indigenous values
- Inspire creativity and exploration
- Create spaces to gather and meet

Shelley Craig provided a number of functional evaluation and concept options. Feedback included making spaces safe for everyone, welcoming indigenous neighbours, teen area currently feels too small, opening up spaces for more seating, wrapping stacks with interesting information.

Any comments/suggestions can be forwarded to the Library Director, or Manager, Welcoming Initiatives.

< Guest departed at 7:25 pm >

3.2 Chair’s Report –

Board Chair attended joint Boards’ workshop on June 12, participated in Lynn Valley day parade, and wrote letters to Minister Fleming and the Select Standing Committee on Finance and Government Services.

3.3 Director's Report

The Director of Library Services provided updates:

- Inspiring Story: Collaborating with our Community describes the community consultation work underway for StoryLab
- Inspiring Story: Lynn Valley Parade gathered very positive public feedback
- Analytical work is currently underway to inform an upcoming cost-neutral proposal to the Board to modify the Library's opening hours in 2020
- August 21 is Library Day at the PNE

3.4 Service Excellence Overview

Sandi Burgess, Manager Welcoming Initiatives provided an overview of the Service Excellence initiatives based on Dr. Colgate's book, *The Science of Service*. Highlights included:

- InterLink libraries and North Vancouver Recreation Commission also implementing Dr. Colgate's framework based on the 3 Rs: Reliability, Responsiveness, Relationships
- Work with staff to create a Service Promise and gathering satisfaction feedback from patrons
- Next steps, including planning and delivery of training for NVDPL staff

Discussion included how customer service standards and expectations have changed in the last several years, how this initiative builds on current service practices, emphasis on the importance of patron-focused services and feedback, benchmarking, measuring outcomes, and the process and challenges of initiating systemic changes.

MOVED by James Mitchell and SECONDED by Valerie Dong

THAT the Standing Reports be received by the Board. (19-06-02)

MOTION CARRIED

4. CONSENT AGENDA

4.1 Operational Approval

4.1.1 Approval of Regular Minutes of the Board – April 25, 2019

4.2 Reports

4.2.1 Media Report - April 16 – June 15, 2019

4.2.2 Board Work Plan Q2

4.2.3 MG-OP-06.1A Code of Conduct – Trustee PW requested to include the words Guide and Service Dog. Discussion followed and included questions on what level of certification is the Library going to ensure, the feasibility of verifying the certification of each guide/service dog, and potential liability issues. Suggestion made to seek an opinion from the District's legal department regarding liability issues related to accommodating service and guide dogs in public buildings.

ACTION: Add 'Guide Dog' along with 'Service Dog' to MG-OP-06.1A.

ACTION: Staff to check with DNV re: risk assessment and enforcement.

4.3 Correspondence

4.3.1 Letter to Minister Rob Fleming

4.3.2 Letter to the Select Standing Committee on Finance and Government Services

4.3.3 Letter from InterLINK

MOVED by Ana Lopez and SECONDED by Allison Rzen

THAT the Consent Agenda minus Item 4.2.3 be adopted and the Reports contained therein be received; AND THAT the Minutes of the regular meeting of the Board – April 25, 2019 be approved.

(19-06-03)

MOTION CARRIED

5. BOARD ACTION ITEMS/DISCUSSIONS

5.1 Motions Required

5.1.1 NVDPL Trustee Code of Conduct – Trustee PW provided background on concerns of past Board members. The draft Code of Conduct was discussed at the last Governance Committee, with a decision to recommend adoption as presented. Following the motion, all Trustees signed the NVDPL Trustee Code of Conduct.

MOVED by James Mitchell and SECONDED by Jordan Back

THAT the NVDPL Trustee Code of Conduct is approved and adopted by the Board. (19-06-04)

MOTION CARRIED

5.1.2 Budget Update – Library Director provided an update on two 2019 Budget Amendments: 1) consultant to facilitate the development of the 2020-2023 Strategic Plan; 2) Space Planning funding for Capilano.

MOVED by Lara Greguric and SECONDED by James Mitchell

THAT the Library Board approve the 2019 Operating Budget Amendments and recommend that District Council approve a resolution to amend the 2019-2023 Financial Plan by year-end. (19-06-05)

MOTION CARRIED

5.2 Discussion

5.2.1 NVDPL Board Action Items – Board reviewed completed items. Discussion of delivering letters in person to politicians as it facilitates better results.

5.2.2 Strategic Planning Process – Library Director updated on the Strategic Planning process, following discussion at the Governance Committee meeting. Board agreed to leverage investments from the 2017-2019 Strategic Plan by updating and building on current strategic priorities. Refreshed Strategic Plan will coincide with 4-year Council term and costs will be determined prior to finalization. Board Workshop will most likely occur in early September. Discussion of prioritizing engagement with the District to ensure alignment, including providing Library updates to Council.

MOVED by James Mitchell and SECONDED by Jordan Back

THAT the Library Board receives the information and endorses the Strategic Planning approach as outlined and discussed. (19-06-05)

MOTION CARRIED

Board decision to move Advocacy Committee of the Whole after Item 6 - Standing Items.

6. STANDING ITEMS

6.1 Updates – Committees

6.1.1 Advocacy – update to be provided in Advocacy Committee of the Whole

6.1.2 Finance and Audit – will meet after Q2

6.1.3 Governance – met on May 23. Discussed Strategic Plan, policies cycle, Trustee Code of Conduct.

6.1.4 Human Resources – nothing to report

6.2 Updates – Affiliates

6.2.1 InterLINK – InterLINK governance committee met in May

6.2.2 Friends of the Library – nothing to report

6.2.3 Council – numerous workshops, community planning. Possible upcoming opportunities for the Library to participate in community planning.

7. ADVOCACY COMMITTEE OF THE WHOLE

MOVED by Allison Rzen and SECONDED by Jordan Back

THAT the Board enters into the Advocacy Committee of the Whole. (19-06-06)

MOTION CARRIED

8. IMPORTANT UPCOMING DATES

Trustees noted the important upcoming dates on the Agenda.


ACTION: Forward an invitation to the July 5 Volunteer Appreciation Social at the Library to MLA Bowinn Ma and MLA Jane Thornthwaite.

9. ADJOURN MEETING – 8:45 PM

MOVED by James Mitchell and SECONDED by Ana Lopez

THAT the Regular Board Meeting of June 27, 2019 be adjourned. (19-06-07)

MOTION CARRIED



Library Board Chair

Date Sept. 26, 2019



Director, Library Services

Date 26 Sept 2019

