

## REGULAR MEETING of the NVDPL BOARD

THURSDAY, NOVEMBER 26, 2020 – 6:00 PM

Zoom Video Conference

# MINUTES

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### ATTENDEES

#### Library Board

Kristine Mactaggart Wright – Board Chair  
Lara Greguric – Vice Chair  
Ana Lopez – Trustee  
Barb Lawrie – Trustee  
Gerald Baier – Trustee  
James Mitchell – Trustee  
Jordan Back – Council Representative  
Kulvir Mann – Trustee  
Valerie Dong – Trustee

#### Library Staff

Jacqueline van Dyk – Library Director  
Sarka Navratil – Executive Assistant  
Meghan Crowe – Communications/Events Coordinator  
Sandi Burgess – Manager, Welcoming Initiatives  
Deborah Hudson – Business Manager  
Maryann Kempthorne – Manager, Learning, Innovation and Technology

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- 1. BOARD CHAIR CALLED MEETING TO ORDER – 6:06 PM** with Land Acknowledgement statement. On behalf of the Board, the Board Chair thanked the staff for their exceptional work throughout the very challenging year. The Board Chair also thanked the Board for their flexibility and resilience.
  - 2. ADOPTION OF AGENDA**  
Board Chair requested a motion to adopt the Agenda with the amendment of moving the In-Camera item to the top of the Agenda.

**MOVED by Jordan Back and SECONDED by Ana Lopez**

**THAT the Agenda for the November 26, 2020 Meeting of the Board be approved as amended.** (20-11-01)

**MOTION CARRIED**

- 3. IN CAMERA**
- 4. REPORTS**

**4.1 Chair's Report** – with the Chair's two-year term ending in 2021, an election is to be held next year.

**4.2 Director's Report**

The Library Director's update included:

- NVDPL was the recipient of the Building Better Communities award
- Inspiring Stories, including selection of patron feedback collected from patron survey
- Strategic Plan will be launched virtually over the next few days
- StoryLab launch next week – the mayor and Board chair attending a virtual ribbon cutting
- Hosting Year End Trustee celebration on December 2

**MOVED by James Mitchel and SECONDED by Lara Greguric**

**THAT the reports be received by the Board.** (20-11-02)

**MOTION CARRIED**

**5. CONSENT AGENDA**

**5.1 Operational Approval**

**5.1.1** Approval of Regular Minutes of the Board – September 24, 2020

**5.2 Reports**

**5.2.1** Media Report – *September 1 – October 31, 2020*

**5.2.2** Board Action Items

**5.2.3** Board Work Plan

**5.2.4** Q3 Report on Financial Operations

**5.2.5** Q3 2020 Director Quarterly Report

**5.2.6** Q3 2020 Library Operations Report

**5.2.7** StoryLab Update

**5.3. Correspondence**

**5.3.1** Take-Home Technology

**MOVED by Jordan Back and SECONDED by Kulvir Mann**

**THAT the Consent Agenda be adopted, and the Reports and Motions contained therein be received; AND THAT the Minutes of the regular meeting of the Board – September 24, 2020 be approved.** (20-11-03)

**6. BOARD ACTION ITEMS/DISCUSSIONS**

**Approved virtually at the NVDPL Inaugural Board meeting  
on January 18, 2021.**

**MOTION CARRIED**

**6.1 Motions**

**6.1 Annual Review of Fines, Fees and Charges** – Library Director provided a short overview of the annual Policy review, and noted that the library is working with the DNV finance department as part of the budget request process for 2021. SB, Manager of Welcoming Initiatives, informed the Board that given the current situation, the library is not considering making many changes, with the exception of doubling the fee for holds not picked up to cover staff time, and adding replacement fees for newly added collections (USB cables and adaptors). Change on faxing was a correction of an error from last year. Trustees enquired if fines will be charged for borrowed StoryLab equipment, staff clarified that StoryLab equipment will not be checked out, however if equipment is damaged, replacement fees may be charged.

Trustee enquired about the reason for the yearly Policy review, if the Board voted to eliminate fines. Library Director clarified that the elimination of overdue fees is very specific to the daily overdue fee, and that there are other fees i.e. lost library cards, holds not picked up, or damaged/lost materials. The Board's motion is still subject to the approval of Council, with the understanding that any difference is to be made up within the library's budget. Council Representative concurred that no formal discussion has come before the Council, and that the library would be required to make up the difference within the budget. Trustees questioned if that difference would then need to come from other places within the budget due to the

elimination of fees revenue. Library Director noted that revenue from fees has been steadily declining by 5% per year as users shift to digital use, along with more patron reminders. In 2019, \$170K total collected in fines, charges, processing fees, non-picked up fees, with approximately 45% being specifically in overdue fines. In 2020 the drop was much greater, as due dates were extended due to the pandemic. Other sources of revenue such as room rentals have also dropped. Considering other sources to generate income such as doubling the non-pick up of holds fee, in-house book sales, and perhaps a phased scenario.

Query about other local libraries: WVML eliminated children's fines, NVCL and Burnaby Library eliminated all overdue fines this year, Richmond instituting no fines starting in January. Libraries have other tools to ensure the timely return of material, such as reminder notices, lost charges, and borrowing limits. Research shows that overdue fines present a significant barrier to library access and use. Trustees enquired about the process of going forward. Library Director will continue to work with the CFO, as 2021 budget-planning processes are currently underway.

**MOVED by Ana Lopez and SECONDED by Lara Greguric**

**THAT the Library Board approve the updated policy B-OP-13 REGULATION OF BORROWING PRIVILEGES for 2021, including minor additions on Appendix A: FINES, FEES AND CHARGES.** (20-11-04)

**6.2 Annual Review of Library Closure Dates for 2021** – SB, Manager Welcoming Initiatives noted that in previous years the library closures were on Sundays. This year, the interim closures were on Mondays, with the goal of being open on Mondays going forward.

**MOVED by Barb Lawrie and SECONDED by Valerie Dong**

**THAT the Library Board approve the proposed 2021 closure dates and times;**  
**Approved virtually at the NVDPL Inaugural Board meeting**

**AND THAT the Board approve the January 18, 2021 day closure of the Library, for an all-staff workshop, to be scheduled in December 2021 on a date that maximizes staff attendance and minimizes disruption to the public.** (20-11-05)

**6.3 Annual Review of Policy B-OHS-03 Positive Workplace** – Board reviewed the policy and looks forward to more updates next year.

**6.4 Library Procurement over \$100,000** – Business Manager and Library Director reviewed the Management Report with the Board. Request is to add scope and increase Urban Arts P.O. by \$200,000, with the project budget already approved for this year, and capital available to complete the project. The library is working closely with DNV facilities and following their guidance in requesting the architect to take on part of the project management, a scenario anticipated by the RFP. In accordance with MG-FIN-12.4, Board motion is required at this time, as it has exceeded the Director's \$100K budget approval limit. Trustees noted that this is not a cost overage as the project is on budget; rather, an approval threshold has been reached.

**MOVED by Lara Greguric and SECONDED by Kulvir Mann**

- **THAT the Library Board supports the Director of Library Services in spending up to \$304,484 in available capital funds for the Space Planning & Design - Phase I Implementation Project at Parkgate Library; and**

- **THAT the Library Board approves an increase of \$48,772.50 to PO#97861, which has a current value of \$60,684.75, for a total Purchase Order value of \$109,457.25, for Urban Arts Architecture to provide additional design and consulting services as part of the Space Planning & Design - Phase I Implementation Project at Parkgate Library; and**
- **THAT the Library Board pre-approves additional increases of up to \$90,542.75 to PO#97861 for Urban Arts Architecture, for a total PO Value of no more than \$200,000 at this time, in view of additional upcoming work related to Space Planning & Design at NVDPL, contingent upon remaining capital funds continuing to be available. (20-11-06)**

## **7. STANDING ITEMS**

### **7.1 Updates – Committees**

**7.1.1 Finance and Audit** – met on November 4 to review Q3 Operating Report. Budget review delayed due to COVID, a special Board meeting to review will be scheduled in December or early January. Intern audit plan completed with no issues noted.

**7.1.2 Governance** – met October 28, discussed 2020 Annual NVDPL Board Self Assessment Survey that will be sent out early in December. Skills matrix for Board members to self identify skills to ensure minimum skills gaps, and to be used in future committee appointments.

***ACTION: Committee Chair and Library Director to work on Survey questions.***

**7.1.3 Human Resources** – met on November 10. Reviewed Term of Reference and Positive Workplace and Substance Abuse Policies, which are awaiting updates from DNV. Minor update to the HR Agreement, complete now. Update on Bargaining. Committee Chair, on behalf of the HR Committee, gave a thank you to the Library Director and staff. Annual review process for the Library Director has been given more time.

**Approved virtually at the NVDPL Inaugural Board meeting on January 18, 2021.**

**7.1.4 Advocacy** – Committee Chair provided an update on advocacy activities, including communicating with the community more, with the library being a space for families to return to. Requested that Trustees pick and share a book, and be more involved with the community, by being more visible and playing more of a role. In early 2021, provide a Council update of all the library accomplishments during Covid-19. Council Representative suggested that an update can be provided at the upcoming December 14 Council Workshop.

***ACTION: Letter to Council to be drafted from Board Chair, then presentation at a 2021 Council meeting. Trustee JB to provide update at the Council's December 14 workshop with Library Director and Trustee KM's assistance.***

### **7.2 Updates – Affiliates**

**7.2.1 InterLINK** – Trustee BL updated on the October 28 InterLINK's facilitated conversation at the Truth and Reconciliation workshop, and is able to provide workshop structure and terms and definitions. 2021 Budget approved on November 24. Positive variance will go into reserve, with focus on helping and training staff.

**7.2.2 Friends of the Library** – no update. Book sale cancelled, next one scheduled for February 2021. Researching new ways to fundraise.

7.2.3 **Council** – update on active transportation improvement projects, purpose built housing, and construction bylaw. Upcoming workshop on December 14. Council Representative informed the Board of his transition to the Museum Board in January 2021.

**8. IMPORTANT UPCOMING DATES**

Trustees noted important upcoming dates on the Agenda, and thanked the Library staff for their work.

**9. ADJOURN MEETING – 7:20 PM.**

**MOVED by James Mitchell and SECONDED by Jordan Back**

**THAT the Regular Board Meeting of November 26, 2020 be adjourned.** (20-11-07)

**MOTION CARRIED**

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**Library Board Chair**

**Date**

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**Director, Library Services**

**Date**

**Approved virtually at the NVDPL Inaugural Board meeting  
on January 18, 2021.**