

## REGULAR MEETING NVDPL BOARD

**THURSDAY, November 26, 2015 – 6:00 PM**  
*Lynn Valley Library – Boardroom*  
*Suite 300-1277 Lynn Valley Road,*  
*North Vancouver, BC*



North Vancouver District  
Public Library

# MINUTES

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### PRESENT

#### Library Board

Matt DeBock – Chair  
 Ken Lim – Vice-Chair  
 Linda Munro – 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  
 Adam Farrell – Manager, Innovation & Learning  
 Meghan Crowe – Communication/Events Coordinator  
 Deborah Hudson – Executive Assistant (Temp)

#### REGRETS

Doug MacKay-Dunn – Trustee / Council Representative  
 Frank Sullivan – Trustee

#### REGRETS

Nicola McLaren – Business Manager

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1. **CHAIR CALLED MEETING TO ORDER – 6:00 PM**
  
  2. **CHAIR CALLED FOR ADVOCACY COMMITTEE MEETING – 6:03 PM**

**MOVED** by David Porter and **SECONDED** by Linda Munro

**THAT** the meeting move to the **ADVOCACY COMMITTEE** of the whole. (15-11-085)

**MOTION CARRIED.**

**CHAIR CALLED FOR MEETING TO MOVE BACK TO REGULAR BOARD MEETING – 6:35 PM**

**MOVED by Sanford and SECONDED by Linda Munro**

**THAT the ADVOCACY COMMITTEE meeting of the whole stand down AND that the meeting move back to the regular Board Meeting. (15-11-086)**

**MOTION CARRIED.**

- Advocacy Committee Chair, David Porter, reported on the Committee's discussions.

### **3. ADDITIONAL ITEMS FOR THE AGENDA**

- There were no additional items for the Agenda.

**MOVED by David Porter and SECONDED by Mark Jefferson**

**THAT the Agenda be approved as amended. (15-11-087)**

**MOTION CARRIED.**

### **4. REPORTS**

#### **1. Board Chair**

- Ken Lim noted that as Lucy Cayuela would not be available to attend either the Board Retreat or the Board Holiday Dinner, he wished to take the opportunity to thank her very much for her 8 years of dedicated commitment to the Library. Ken Lim presented Lucy Cayuela with a gift and a card on behalf of the Board. Lucy thanked the Board, and spoke about her experience over the past 8 years as she saw the Library through a number of challenges and through changes in Boards and Directors. She noted that it is a happy time for the Library now, and that she will not exactly be leaving as she will continue to visit the Library as a patron.
- Ken Lim shared with the Board a small book published by the Singapore Library for its 50<sup>th</sup> anniversary. The Library selected a number of budding writers, each of whom were about 50 years old. The book was created out of their submissions. Ken Lim noted this as an example of how libraries affect people. In this instance the book made a difference in people's lives, and a number of the individuals published in the Singapore Library 50<sup>th</sup> Anniversary book have gone on to become more advanced writers. Ken Lim's sister is among those writers.

#### **2. Director's Report**

- Library Director Jacqueline van Dyk introduced Adam Farrell, the new Manager, Innovation and Learning, and invited him to speak to the Board. Adam reported that he was in his 4<sup>th</sup> week at the Library, and that he has learned that the Library has an excellent team and work environment. Adam Farrell noted that he has a well-defined list of projects which he is currently working through with the Systems Team, and that he is looking forward to working with the Board in establishing the Library as a leader in technology and innovation. Jacqueline van Dyk added that Adam Farrell has overseen the transition of 4 servers over the past two weeks.
- Jacqueline van Dyk noted that Library Staff are up-to-date and staying informed regarding the Syrian Refugees coming to Canada, and that she is inspired by the staff activity on the intranet as the Library readies itself as part of the collective effort to welcome refugees to British Columbia.
- Jacqueline van Dyk noted that the Lynn Valley Library Building is 8 years old as of today, November 26, 2015.
- Jacqueline van Dyk is looking forward to meeting with the Board Trustees at the Board Retreat on November 28<sup>th</sup>, and at the Board Holiday Dinner on December 10<sup>th</sup>.

### **3. Financial Report**

- As Nicola McLaren was off sick today, there was no verbal financial report.

## **5. CONSENT AGENDA**

### **1. Operational Approval**

1. Approval of Regular Minutes of the Board – October 22, 2015.
2. Approval of reformatted Library Board and Board Committee policies 5.2 and 5.3 as per Governance Committee recommendation.

### **2. Reports**

1. **Library Report**  
Received for information.
2. **Media Report**  
Received for information.

**3. For Information**

**1. 2016 Capital Budget Request**

Received for information. (The 2016 Capital Budget Request was reviewed and approved by the Finance and Infrastructure Committee (FIC) at its meeting on November 12, 2015, as per direction of the Board at its meeting on October 22, 2015.)

**2. Further Update to Financial Policy Refresh Timeline**

Received for information. While the original goal of completing the updates to the Library's financial policies by the end of 2015 was ambitious, the project was on track. However, the medical leave of the CFO has necessitated an unavoidable delay to 2016.

**MOVED by Sanford Osler and SECONDED by Matt DeBock**

**THAT the consent agenda be adopted;**

**AND THAT the regular minutes of the Board – October 22, 2015 are approved;**

**AND THAT the following policies and board guidelines are approved and adopted:**

- **B-BD-01 LIBRARY BOARD**
- **BG-BD-01.1 OPERATION OF THE BOARD**
- **BG-BD-01.2 IN CAMERA MEETINGS**
- **BG-BD-01.3 LIBRARY BOARD CHARTER**
- **B-BD-02 COMMITTEES**
- **BG-BD-02.1 TERMS OF REFERENCE: FINANCE**
- **BG-BD-02.1 TERMS OF REFERENCE: GOVERNANCE**
- **BG-BD-02.1 TERMS OF REFERENCE: HUMAN RESOURCES**
- **BG-BD-02.1 TERMS OF REFERENCE: ADVOCACY**

**AND THAT the following current policies are removed:**

- **5.1 LIBRARY ACT**

- **5.2 LIBRARY BOARD**
- **5.3 OPERATION OF THE BOARD**
- **5.4 BOARD COMMITTEES.** (15-11-088)

**MOTION CARRIED.**

## **6. BOARD ACTION ITEMS**

### **1. Motions Required**

#### **1. HR Policies**

- As Chair of the HR Committee, Mark Jefferson introduced the HR Policies brought forward to the Board for approval.
- a) **B-HR-09 Appointment of Director of Library Services**
  - There were no questions regarding the proposed Policy B-HR-09 and associated Board Guidelines BG-HR-09.
- b) **B-HR-10 Review of Director of Library Services**
  - There were no questions regarding the proposed Policy B-HR-10. Sanford Osler asked Trustees of the HR Committee for an elaboration on the criteria developed under Board Guidelines BG-HR-10 - Review of Director of Library Services, and asked whether there was a link between the criteria used to evaluate the annual workplan and the criteria used to evaluate performance, and whether the Director's annual goals, as linked to the goals of the strategic Framework, were the only performance criteria. Following discussion, it was suggested that the words "and performance criteria" be added to the first box in the Board Guidelines Chart, beneath "Director Annual Goals". It was further recommended that other criteria, in addition to the annual goals and workplan, need to be developed to evaluate the Director's performance.
  - In relation to the language used in the policy, Mark Jefferson noted that the wording of the criteria is intentionally vague, as the criteria that the Board establishes to rate performance may change from year to year. Sanford Osler agreed that this is best practice for Policy documents, but suggested that there is an opportunity in the Board Guideline documents to be more specific, as guidelines are more flexible and can be more readily updated.
  - Library Director Jacqueline van Dyk asked for permission to speak to the issue and asked, in reference to the existing BG-HR-10 Timeline Chart, where in the process there might be an opportunity for the Director to be involved in a conversation regarding the development of annual goals, workplan, and other performance criteria. It was generally agreed that there appeared to be a process piece missing

for having a conversation with the Library Director at the beginning of each year to define the goals, benchmarks, and performance criteria that would then be judged at the end of the year. It was decided that the Board Guidelines require further development. (Note: While the Policy B-HR-10 was approved, the Board Guidelines BG-HR-10 for the Review of Director of Library Services was not completed, and therefore not yet able to be approved.)

**ACTION: The details under Board Guidelines BG-HR-10 - Review of Director of Library Services will be revisited at the Board Meeting in 2016.**

**c) B-HR-11 Review of Exempt Staff**

- Revised versions of B-HR-11 and MG-HR-11 were presented to the Board for review at the beginning of the discussion. There were no questions regarding the proposed Policy B-HR-11 and associated Management Guidelines MG-HR-11.

**d) MG-HR-01.8 Management Guidelines for Social Media**

- Matt DeBock raised a concern over the proposed wording suggesting that staff have a fiduciary responsibility to their employer, and suggested the wording be changed to read: "All staff have a duty of good faith and loyalty to their employer...".
- Linda Munro identified a couple of typos in the draft guidelines.

**ACTION: That the wording in MG-HR-01.8 Social Media under the section Staff Use of Personal Social Media Sites be changed from "All staff have a fiduciary responsibility to their employer..." to "All staff have a duty of good faith and loyalty to their employer...".**

**ACTION: That the typos identified in MG-HR-01.8 by Linda Munro be corrected.**

**e) B-HR-17 Human Resources Services Agreement**

- This policy acknowledges that there is a service agreement between the North Vancouver District Public Library, and the District of North Vancouver, for the provision of HR related services to the NVDPL. It was noted that theoretically, the Library Board (as a governing board), could choose to use another supplier for its HR services or to obtain alternate advice as required. It was generally agreed however, that the Board is happy with the HR services being provided by the DNV.
- The DNV recommended in its letter of November 19, 2015 (Attachment A of the Policy) that the number of hours devoted to NVDPL HR increase in 2016 to an average of 20 hours per month. Sanford Osler asked what the impact would be to

the Library Budget as a result. Library Director Jacqueline van Dyk relayed that Cindy Rogers, DNV Manager –Human Resources had indicated the DNV would increase the Library funding accordingly, and that the impact to the Library Budget of the increased hours would therefore be financially indifferent.

- Sanford Osler inquired whether the policy refresh project would look at Exit Interviews. Manager of Collections Management and Access, Corinne McConchie responded that the intent is to capture Exit Interviews within the policy on Termination, which has yet to be reviewed. Sanford Osler was glad that the topic will be addressed in this manner, and that it will then likely cover retiring, etc.
- Linda Munro asked if there would be a renewed policy on the hiring of relatives. Corinne McConchie responded that as the DNV policy on the hiring of relatives is currently being reviewed, it was decided not to review the NVDPL policy on the hiring of relatives at this time.

**MOVED by David Porter and SECONDED by Mark Jefferson**

**THAT the following Human Resources policies and all completed associated Board Guidelines are approved and adopted [subject to changes as discussed]:**

- **B-HR-09 APPOINTMENT OF DIRECTOR OF LIBRARY SERVICES**
- **B-HR-10 REVIEW OF DIRECTOR OF LIBRARY SERVICES**
- **B-HR-11 REVIEW OF EXEMPT STAFF: PERFORMANCE DIALOGUES**
- **B-HR-17 HUMAN RESOURCES SERVICE AGREEMENT**

**AND THAT the current Director of Library Services Policy 7.1 is removed;**

**AND THAT the current Social Media Policy 2.9 is removed from Board policy, in lieu of MG-HR-1.8 SOCIAL MEDIA. (15-11-089)**

**MOTION CARRIED.**

## **2. Operating Policies**

Manager of Collections Management and Access, Corinne McConchie, introduced the new operating policy B-OP-12 and the revised operating policy B-OP-13.

### **a) B-OP-12 Acceptable Use of Information and Communication Technology**

- Manager of Collections Management and Access, Corinne McConchie noted that B-OP-12, which addresses Staff use, is intended to be a companion of B-OP-10 PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY, and is related to B-OP-11 PROTECTION OF PRIVACY AND CONFIDENTIALITY, both of which address Public use of Library computers.

- Corinne McConchie noted that a number of documents were consulted in the development of B-OP-12, including the DNV document ***Acceptable Use of Information and Communication Technology*** and the June 2015 report from the Office of the Information and Privacy Commissioner ***IT Security and Employee Privacy: Tips and Guidance***. As well, DNV IT Manager, Mike Senior was invited to review the draft policy B-OP-12, and provide feedback.
- Mark Jefferson asked whether or not Library Staff have permission to use Library computers for personal e-mails. Library Director Jacqueline van Dyk answered yes, as long as there is no conflict. Matt DeBock asked for further clarification regarding staff personal use of computers, and whether or not such use would be subject to review. It was noted that the District of North Vancouver can look at anyone's computer use and content at any time. Matt DeBock noted that records of public employers are subject to the Freedom of Information and Privacy Protection Act, and that Library Staff should be aware that all records of staff computer use and their content may be subject to being looked at closely. There was some concern that this is the case. Following further discussion, it was recommended that the wording of the policy be changed to clarify the potential that staff computer files may be subject to both management and FOI requests.

**ACTION:** That the wording of B-OP-12 be changed to clarify that staff computer use and content may be subject to management inspection and to other investigations such as might be initiated by a Freedom of Information (FOI) request.

**MOVED** by Linda Munro and **SECONDED** by Sanford Osler

**THAT** the Board approve and adopt as amended the new **OPERATING Policy B-OP-12**

**ACCEPTABLE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY.** (15-11-090)

**MOTION CARRIED.**

**b) B-OP-13 Regulation of Borrowing Privileges**

- Library Manager Jacqueline van Dyk noted that B-OP-13 includes APPENDIX A - FEES, FINES, AND CHARGES. Every year the Library Board reviews and sets the fines, fees, and charges for meeting rooms made by the Library. While no changes are being recommended to the fee structure this year, there is a plan to gradually reduce the



maximum allowable limit for outstanding fines per patron from \$15.00 to \$5.00 in 2016.

- The popularity of the Library rooms currently for rent to profit and non-profit organizations was discussed. It was noted that there is a scarcity of good affordable rooms for non-profits. It was suggested that an increase in the rates for for-profit organizations be considered not now, but for the future.

**MOVED by Lucy Cayuela and SECONDED by Linda Munro**

**THAT the updated policy B-OP-13 REGULATION OF BORROWING PRIVILEGES be approved and adopted as amended,  
AND THAT it replace current policies 3.3 LIBRARY MATERIALS LOANS POLICIES and 3.13 CHARGES AND FEES. (15-11-091)**

**MOTION CARRIED.**

**3. Governance Policies**

Governance Policies recently reviewed under the refresh project were approved under the Consent Agenda earlier in the meeting. There is one more policy still to be reviewed by the Governance Committee.

**4. 2015 Closure Date-Revision**

**MOVED by Sanford Osler and SECONDED by Lucy Cayuela**

**THAT the Board approve a revision to the 2015 Closure Dates to allow the system-wide half day closure of the library, for an all staff workshop, to occur on Wednesday, December 9, 2015, instead of Tuesday, December 8, 2015. (15-11-092)**

**MOTION CARRIED.**

**5. 2016 Operating Budget Submission**

Discussion on the Operating Budget was deferred to the January Board Meeting.

## 7. DISCUSSION ITEMS

### 1. Library Board Self-Evaluation Results

Sanford Osler facilitated a discussion on the results of the Board Self-Evaluation survey. The following key areas for Library Board Improvement were identified:

- Continue to raise the profile of the Board with District Council. (Advocacy Committee)
- Continue to develop an improved relationship with District Council and prepare to move to a post Collaboration Agreement environment. (Board)
- Develop plans to identify and manage risks. (Governance Committee)

It was noted that while raising the profile of the Board with District Council is the job of the Advocacy Committee, fostering a positive relationship with District Council is everyone's responsibility. Other comments and recommendations included:

- That the Board Chair strongly identify with their leadership role, and that training and or training material on the role of the Board Chair be made available. Sanford Osler has attended training in this area and offered to provide copies of the training materials to the next Board Chair.
- David Porter and Lucy Cayuela spoke to the opportunity for the District Council Library Board Member Appointee to play a supportive role in representing the Library to District Council.
- Mark Jefferson highlighted the importance of the Collaboration Agreement as a resource, and recommended that it be reviewed as part of the orientation of new Board Trustees.
- Linda Munro suggested that the Board make at least two presentations to the District Council each year, one focusing on the role of the Library and the second focusing on the presentation of the Library Budget request.
- Lucy Cayuela noted that the Library Board is very tough on itself, and that it is a great working board, and should be proud of its work!

**ACTION:** It is recommended that next year's Governance Committee ensure the Board Self Evaluation Survey includes questions relating to the degree of the Board's positive relationship with District Council, in addition to the Board's strength of profile with District Council, and that the questions also include reference to the identification and management of risks.

## 8. STANDING ITEMS

### 1. Updates – Committees

#### 1. Governance Committee

- The Governance Committee met on November 24, 2015.
- Chair of the Governance Committee, Sanford Osler, reviewed the recruitment process for the appointment of new Library Board Trustees for 2016. There was a Library Open House for prospective Trustees in October. Library Director Jacqueline van Dyk and Library Board Trustee Sanford Osler made a presentation to the Advisory Oversight Committee of District Council on November 2, 2015. It was learned that 10 applications had been received by the DNV. The District Councillors thanked them for their input on the process. It was anticipated that the Library Board Governance Committee would participate in reviewing applications and interviewing candidates before year-end. Jacqueline van Dyk followed up with DNV CAO David Stuart at a meeting on November 17, 2015. David Stuart indicated that the AOC Committee had discussed the applications and had made recommendations. A meeting between David Stuart, the Municipal Clerk, and Jacqueline van Dyk will be set in the near future to go through a truncated process to select the new Library Board Trustees from the 10 candidates.
- Councillor Jim Hanson will be the new District Council representative on the Board in 2016. Sanford Osler extended an invitation to Jim Hanson to join the Library Board Retreat on November 28, 2015, but unfortunately he will not be able to attend. The Board looks forward to working with Jim Hanson in the New Year.
- All Library Staff presentations for the new Board orientation will take place at one separate additional meeting of the Board early in 2016.
- There will be a Trustee Orientation Program (TOP) offered by the BCLTA (British Columbia Library Trustees Association) at the North Vancouver City Library on February 6, 2016. All new Board Trustees, as well as those who have not previously attended the program, will be encouraged to attend.

#### 2. Human Resources Committee

- The Human Resources Committee met on November 18, 2015. Draft Minutes have been circulated. There were no further updates.

#### 3. Advocacy Committee of the Whole

- The Advocacy Committee met earlier in the evening. There were no further updates.

#### **4. Finance and Infrastructure Committee (FIC)**

- The Finance and Infrastructure Committee met on November 12, 2015. Draft Minutes have been circulated.
- Rick Danyluk, DNV Manager Financial Planning, and Jaskaran Gill, DNV Acting Accounting and Reporting Manager both attended in place of Nicole Deveaux, DNV and Library CFO, who is on medical leave. Welcome advice was received on how to best prioritize and present capital budget requests to District Council. Business Manager Nicola McLaren will be writing the business cases for the capital items.
- The District has engaged KPMG to complete the 2015 audit, and a planning package has been received by FIC. KPMG will contact FIC Members directly in the New Year.

#### **2. Updates – Affiliates**

##### **1. InterLINK**

- Ken Lim reported that at the last InterLINK meeting Michael Shoop did an excellent job facilitating a strategic planning process. (Michael Shoop will be facilitating the Library Board Retreat on November 28, 2015.)
- Ken Lim reported on updates shared between various InterLINK Library representatives.

##### **2. Friends of the Library**

- There was no report.

##### **3. Council**

- There was no report.

#### **9. IMPORTANT UPCOMING DATES**

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

#### **10. ADJOURN to a short break before meeting In-Camera. – 8:20 PM**

**MOVED** by Ken Lim and **SECONDED** by Matt DeBock:  
**THAT** the Board adjourn the meeting. (15-11-093)

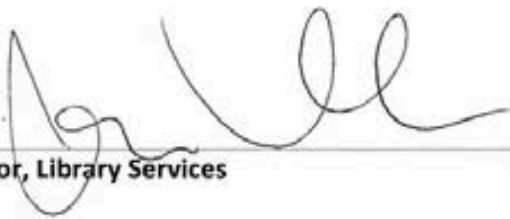
**MOTION CARRIED.**



Library Board Chair

25.02.16

Date



Director, Library Services

25 Feb 2016

Date

