North Vancouver District Public Library

MEETING OF THE LIBRARY BOARD
Thursday, September 11, 2014 at 6:00pm

Lynn Valley Main Library

MINUTES

Present:

Lucy Cayuela – Chair	Jacqueline van Dyk – Director, Library Services
Alan Nixon – Councillor	Barbara Kelly – Manager, Community Engagement
Fiona Kelly – Trustee	Drew Jackson – Manager, Innovation and Learning
Gopi Chande – Trustee	Nicola McLaren – Business Manager
Ken Lim – Trustee	Madeline Kozak – Communications/Events Coordinator
Matthew DeBock – Trustee	Leanne Erickson – Executive Assistant (recording)
Mike McGraw – Trustee	
Sanford Osler – Trustee	

Regrets:

Frank Sullivan – Vice-Chair	Corinne McConchie – Mgr., Collections Mgmt.

1. BOARD CHAIR CALLED MEETING TO ORDER – 6:03pm

2. ADDITIONAL ITEMS FOR AGENDA

No additional items.

3. REPORTS

1. Chair

Lucy Cayuela reported that the 2015 term will be her last as she will have served for the maximum 8 years. She encouraged the remaining trustees to consider taking on the position of Chair for next term.

2. Director

Jacqueline van Dyk reported that the libraries are noticing the effects of the labour disruption in the school system. Traffic is up by approximately 5% and more than 100 community members attended the recent "Join Jane" session to discuss the labour dispute.

She also reported on the plan to host a workshop for all staff with the Change Management Consultant, Beth Page, in December. Board approval will be sought in October to support a half-day closure of the library. The Board expressed their support of this workshop and pending closure.

3. Financial

Nicola McLaren presented the summarized statement of operations and budget comparison for the period ending July 31, 2014. She reported that she has recently met with Rick Danyluk, Manager of Financial Planning at the District, regarding budget issues. She reported that Rick is pursuing an increase in funding for 2014 expense increases that are beyond the control of the library. This may include an addition of approximately $28,000 in funding to cover Lynn Valley's significantly higher property management cost for the year. Rick also introduced Nicola to financial forecasting tools used at the District that she will now be using at the library.

4. CONSENT AGENDA

MOVED by Sanford Osler and SECONDED by Matthew DeBock THAT the Consent Agenda, excluding item 4.3.4, be accepted AND that the Regular Minutes of the Board – July 10, 2014 are approved.

MOTION CARRIED.

4.3.4 - Proposed approach, timeline and sample for Operating Policies

The Board was provided with the 'Criteria and Strategy for Policy Review' document, which the Governance Committee proposes as an approach to policy review. Along with that, they were presented with a sample policy to illustrate how the proposed process would work, clearly separating policy from procedure with tracked changes and comments. The Board expressed support of this approach to the policy review process.

5. BOARD ACTION ITEMS

1. Governance Committee Recommendations – Policy 5.3

The Governance Committee presented the Board with the revised Policy 5.3 – Operation of the Board. The revised policy has been brought up to date and procedural information removed. The Board expressed approval of the updated policy.

MOVED by Matthew DeBock and SECONDED by Fiona Kelly THAT the revised Library Board Policy 5.3 – Operation of the Board, be adopted.

MOTION CARRIED.

2. Finance & Infrastructure Committee Terms of Reference

A draft of the updated Terms of Reference from the FIC was presented to the Board for adoption. The scope now covers funding, compliance risk, internal and external audit, annual budget, and infrastructure.

The Board expressed support of the FIC's updated Terms of Reference and requested some additions. A decision was made to add acknowledgement of risk assessment, and a requirement for a quarterly report to the FIC regarding infrastructure issues.

ACTION: The Finance and Infrastructure Committee will add to their Terms of Reference a specific acknowledgment of risk assessment and monitoring, especially regarding Information Technology, but also buildings and facilities, and that staff are to submit a quarterly report regarding Infrastructure issues.

MOVED by Sanford Osler and SECONDED by Gopi Chande THAT the revised Terms of Reference for the Finance & Infrastructure Committee, with amendments, be adopted.

MOTION CARRIED.

3. **Presentation to Council's Finance and Audit Committee**

Nicola McLaren presented the Board with her memo to the Chief Financial Officer, Nicole Deveaux regarding a refresh to the library's finance policies. She reported that the updates to financial policies reflect the current management structure, while respecting the District's role. It is the Finance and Infrastructure Committee's recommendation that this memo to be circulated to Council's Finance and Audit Committee on Sept 12 following the Library Board's discussion and approval of the report and its recommendations.

The Board expressed their approval of the memo, with minor edits:

- Internal auditor had a few concerns in the past that need to be directly addressed by the Business Manager's memo regarding the Financial Policy refresh.

ACTION: Nicola McLaren is to edit the memo to the Finance and Audit Committee to ensure that the financial control shortcomings, previously identified by Rita Bittel, Audit & Business Process Advisor at the District, are addressed.

MOVED by Alan Nixon and SECONDED by Ken Lim THAT the draft Memo of Presentation to Council's Finance and Audit Committee, with amendments, be approved as consistent with the Board's intention for the review and redrafting of the financial policies of the Library.

MOTION CARRIED.

4. **Clean Slate for Grade Eight**

The "Clean Slate for Grade Eight" joint initiative with North Vancouver City Library and SD44 began as a pilot last year, with a goal of further engaging teen use of the public library by removing potential barriers to access. Due to the temporary fine amnesty this program offers, a board motion is required.

MOVED by Gopi Chande and SECONDED by Matthew DeBock THAT the Board approve the "Clean Slate for Grade Eight" initiative and its resultant waived fines and fees.

MOTION CARRIED.

5. **2015 Board Meeting Schedule**

Currently, the regular meetings of the Board are held on the second Thursday of the month, with board packages distributed the week prior. This schedule presents some challenges. The main challenge is that the previous month's financial information is not available until later in the month. Additionally, the board package must often be prepared very early in the month, making it difficult to have adequate time to collect, analyze and synthesize library data from the previous month, so that it can be included in the package.

Moving the board meeting to a later week of the month should alleviate these pressures and enable staff to provide more timely information. A survey was sent out to Board Trustees on September 8th to determine the best timing for NVDPL's board meetings.

After discussing the results of the survey, a decision was made to propose the fourth week of the month as the third week did not work for all.

ACTION: Staff will prepare a schedule for 2015 and present to the Board at the next regular meeting on October 9, 2014 and ask for a motion to approve.

6. STRATEGIC DISCUSSION

1. Emerging Strategic Framework

Drew Jackson provided the board with an updated version of the NVDPL strategic framework. The board express their support of the work that has been done to get the framework to this point. Some amendments were suggested and they are as follows:

- The word 'Underpinnings' will be changed to 'Our Strengths'
- The order of the sub-headings under 'Who we are' will change to 'We believe in', 'Our guiding principles', 'Our strengths'.
- Under 'How do we get there?';
  - Change to 4. Foster a culture of community collaboration

    We know we're successful when: We are collaborating with community members, working with the community to share, connect and flourish.

The Board inquired how Management plans to measure the success, and suggested a regular report from staff on how the strategic framework is seen in their daily activities. Management shared some updates on how this framework has already been implemented into the daily lives of library staff.

The strategic framework will be presented to the newly elected Council in early 2015. In the interim, management will aim to update Council on its progress in October.

ACTION: Staff will update the NVDPL strategic framework with the suggested amendments.

MOVED by Mike McGraw and SECONDED by Fiona Kelly THAT the Strategic Framework, as amended, be adopted.

MOTION CARRIED.

2. October 9th Roles and Responsibilities Meeting

Jacqueline van Dyk facilitated a discussion regarding the upcoming Board meeting on October 9th with the District's Chief Administrative Officer, David Stuart and Chief Financial Officer, Nicole Deveaux. Our Change Management Consultant, Beth Page, will facilitate this portion of the meeting. Given our new strategic framework, new management team capacity and the organizational changes, this meeting provides us with an opportunity to have a focused conversation regarding how the Library staff and board work in partnership with the District in the future.

7. STANDING ITEMS

1. Advocacy

1. 50th Anniversary Celebrations

Madeline Kozak reported on the 50th birthday celebrations including the new commemorative library cards and reusable bags, the 'Find a Golden Library Card' competition, the birthday party, book launch, and Ivan Sayers Fashion show event.

2. **Updates - Committees**

1. **Governance**

Committee Chair, Sanford Osler reported that the committee is designing a more structured approach on recruiting for the 2015 term. He talked about the upcoming Open House for Trustee Recruitment and the plans for evaluating the candidates. The next steps for this event are as follows:

- Event will be advertised in various formats (ie, Facebook, website, in-branch posters)
- Invitations will be sent out from board trustees and staff
- After all applications are received, the committee will meet to shortlist the candidates and set up interviews
- Library staff will compile the list of recommendations and send to the District

Sanford also relayed that the annual self-assessment of the Board is coming up. The plan is to use the same process and survey, with a few changes, as last year. Board members will be asked to submit their responses in time to discuss at the November meeting and results will be also be shared with the new trustees in 2015.

ACTION: Board trustees are to forward the Open House invitation to any candidates they have in mind for the 2015 term.

2. **Human Resources**

Lucy Cayuela reported that the HR Committee will be updating their Terms of Reference. Once the final wording is complete, they will bring forward to the board for approval.

3. **Finance and Infrastructure**

Gopi Chande reported that the FIC recently met to update their Terms of Reference. She noted that there is now a process to meet quarterly and that one of the desired outcomes of the Roles and Responsibilities meeting on Oct. 9^{th} is to establish more regular contact with the District's financial department.

3. **Updates - Affiliates**

1. **School Board**

Mike McGraw reported on the current labour dispute between the BC Teachers' Federation and the BC Government. He stated that even though school boards are not involved in the bargaining, they are kept well-informed. The strike has also had an impact on customer relations and revenue from international students.

2. **InterLINK**

Nothing to report.

3. **Friends of the Library**

Nicola McLaren reported that the FOL had their annual pizza party on Friday, August 22. Their next meeting is scheduled for September 16, and the next book sale is the first weekend of October.

4. **Council**

Alan Nixon reported that Council had a meeting on Monday, September 8th. He stated that the Larco mixed use development will be put back on the agenda and a notice for a public hearing will be posted. The focus of councillors is mostly on the upcoming local government election on November 15, 2014.

8. ADJOURN TO IN-CAMERA – 8:25pm

MOVED by Alan Nixon and SECONDED by Ken Lim THAT the regular meeting of the Board adjourned and THAT the in-camera meeting begin.

MOTION CARRIED.

Library Board Chair

Oct. 8, 2014
Date