

Minutes of the October 24, 2024 Library Board meeting

Attendance

Board members

- H. Allan
- R. Bouchard
- D. Brown
- B. Harvey
- A. Hazfi
- R. Jamal
- E. Luptakova
- P. Somji
- T. Valente, Council Representative
- Z. Spenta, Student Advisory Trustee

Staff members

- D. Hutchison Koep, Chief Librarian
- M. Liddle, Manager, Collections, Communications & Operations
- S. Tarcea, Manager, Public Services
- L. Wright, Recording Secretary

Regrets

The meeting was called to order at 6:01 p.m., and opened with a territorial acknowledgement by Trustee D. Brown. The opening circle was facilitated by Trustee E. Luptakova.

Adoption of minutes

1. Minutes of the September 26, 2024 Board meeting

Moved by Trustee T. Valente, seconded by Trustee D. Brown

THAT the minutes of the September 26, 2024 Library Board meeting be adopted.

CARRIED

- a. Business arising from the September 26, 2024 Board meeting

All business arising has been referred to staff, is in progress or is complete.

Consent agenda items (2 through 6)

2. September Chief Librarian's report
 - a. City Library Amenity Cost Contributions (ACC) considerations
3. 2024 Calendar of events
4. October 2024 program calendar

5. Committee minutes
 - a. Advocacy Committee – October 2, 2024
6. Council reports
 - a. Information report to Council – City Library Highlights for July/August 2024

Moved by Trustee R. Bouchard, seconded by Trustee A. Hazfi

THAT the consent agenda items 2 through 6 be adopted.

CARRIED UNANIMOUSLY

Reports

7. Chair
 - a. Council report update

Trustee B. Harvey reminded trustees that the Library Board will be providing a strategic plan update to Council on November 18, 2024.

8. Chief Librarian
 - a. 2025 Budget update

Chief Librarian D. Hutchison Koep reported on a recent meeting with City Finance, and that all City departments have been asked to rank their project requests in priority order. Chief Librarian D. Hutchison Koep commented that the library submitted a conservative budget in the first place and she responded to confirm that most projects were critical or would significantly impact operations or public experience if not approved, and that one project (shelving replacement) could be deferred to 2026.

- b. Amenity Cost Charges (ACC) updates

Chief Librarian D. Hutchison Koep reported that information was provided to the City's consultant regarding the library's service level needs to accommodate future growth.

In response to a question, Chief Librarian D. Hutchison Koep commented that use of a potential branch would likely not be exclusively by nearby residents (and likewise, neighbours of a branch would still use the central library), since people move around the City for a variety of purposes.

Chief Librarian D. Hutchison Koep noted ACCs are based on growth that is forward looking. If something is needed before the timeframe set out by the provincial government and the City bylaw,

or there is a current deficiency that needs to be made up, funds from different revenue sources such as property tax, will need to be considered.

Trustee R. Jamal joined the meeting at 6:20 p.m.

c. Accessibility plan updates

Chief Librarian D. Hutchison Koep commented that the *Accessible BC Act* came into force in 2022, requiring the library to comply as of September 2023. While work has been done to meet the requirements to have a plan and a feedback mechanism, work has been stuck on the requirement to have an advisory committee. The North Shore Advisory Committee on Disability Issues (ACDI) is the City's advisory committee and their terms of reference comprise the library; it has been challenging for the library to get connected to the group.

The City's Diversity, Equity and Inclusion lead has arranged for Chief Librarian D. Hutchison Koep to meet with ACDI November 7, 2024 for an introduction, and we have also connected with consultants [Untapped Accessibility](#) to support us in coming into compliance.

In response to a question, Chief Librarian D. Hutchison Koep noted the *Act* does provide for fines for non-compliance; however, as long as organizations can demonstrate they are actively working toward compliance, it has not been an issue.

9. Councillor

Councillor T. Valente commented on a recent City/District get-together with both open and structured discussion on mobility, connectivity, transit, shared services, and homelessness.

Councillor T. Valente noted that both the NVRCC and MONOVA recently presented new strategic plans to Council.

10. Advocacy Committee

a. Updated advocacy plan

Trustee P. Somji commented on the updated advocacy plan for 2024, and there may be further updates in 2025 based on a new committee's feedback. Trustee P. Somji noted that Council connections have gone well, and there have been many opportunities to deepen connections at events such as volunteer appreciation and the Summer Reading Club celebration.

11. Governance Committee

- a. Board self-evaluation
- b. Skills, strengths and diversity matrix

Trustee R. Jamal noted that Trustees should have received two links to the two surveys and have until November 4, 2024 for completion. Trustee R. Jamal encouraged Trustees to fill in comments to allow the Committee a more nuanced understanding from the feedback. The results will be shared for discussion at the November Board meeting.

12. InterLINK

Trustee D. Brown noted the InterLINK Board is working on a governance review and an exercise to update the strategic plan framework, although no significant changes are anticipated.

There was discussion about the potential for additional costs if new coordinated services are added, and about the process by which any increases to fees would be decided.

13. Student Advisory Trustee

Student Advisory Trustee Z. Spenta commented that a very successful combined City and District teen library writing contest awards ceremony was held on October 19, 2024, with a full house.

Trustees requested more information about where they will be able to access the stories.

14. Trustee reports

Trustee R. Bouchard represented the Board at the teen library writing contest awards ceremony and was very impressed by the event and the quality of the entries that were shared.

New business

15. Open Door Community Hub (ODCH) Program Evaluation

S. Tarcea, Manager of Public Services, presented the results of an evaluation of the ODCH.

A question was asked if we have considered operating the ODCH on a different day of the week from Sunday. S. Tarcea replied that Sundays were identified as a priority because there are no other programs operating on the North Shore on Sundays.

A comment was made that there may be opportunity to connect folks with the John Braithwaite Community Centre and the NV tennis centre, which both offer free shower access. S. Tarcea replied that the ODCH program regularly refers folks to JBCC for showers, and she will alert staff to the tennis centre program. Staff from the library and the recreation commission participate in the North Shore Homelessness Task Force, which is an information sharing and planning table among service providers.

A question was asked what the next step will be. Trustees felt that Council should hear this information.

Chief Librarian D. Hutchison Koep will request getting on Council's agenda for a presentation, and S. Tarcea will be considering how to share the information with partners.

In response to a question as to whether other North Shore libraries are offering similar services, S. Tarcea noted that the District Library is operating their own Open Door Community Hub program, based on ours.

In response to a question about whether there is a risk that others may perceive the program as overstepping, S. Tarcea clarified that the work is done in collaboration and partnership and the consultant's report demonstrated that the library is successfully referring people to other services in the community.

A comment was made that this program is similar to other programs targeted to specific populations (such as seniors gathering) that provide light refreshments to support social connection, and there seems to be undue attention to this program.

A concern was raised that if the library is taking care of this type of community need, then partner organizations will feel like they don't have to. Chief Librarian D. Hutchison Koep responded that the key is partnerships and the library is not doing this work in isolation.

16. Draft strategic plan

J. Delaney, strategic planning facilitator from Engage Delaney, presented revisions to the draft mission, vision, values and focus areas and facilitated discussion of final versions.

Chief Librarian D. Hutchison Koep spoke to additional content to elaborate on the strategic focus areas, values and guiding principles. Discussion ensued and some suggestions about specific words and concepts was given.

Chief Librarian D. Hutchison Koep confirmed the Board will engage with Council before the strategic plan is complete, highlighting our process to date and what we heard and learned. This will be an opportunity to ask Council to give us some thoughts on where they feel connected with the work and where they see alignment.

Chief Librarian D. Hutchison Koep commented that a five-year plan is common, and that planning for the next plan could take place in the 5th year or the following year, but that will depend on the context of the library and the decision of the Board at the time.

Moved by Trustee A. Hazfi, seconded by Trustee P. Somji

THAT the North Vancouver City Library Board set a timeframe of five years for the next strategic plan, from 2025-2029;

AND THAT the North Vancouver City Library Board approve the draft vision, purpose, values (names) and focus areas (headings) for the 2025-2029 strategic plan, as discussed;

AND THAT the North Vancouver City Library Board direct staff to integrate feedback about values statements and focus area contents into a final draft;

AND THAT the North Vancouver City Library Board delegate authority to a working group comprised of the Chief Librarian, Trustee B. Harvey, and Trustee H. Allan to approve the final draft and editorial content for the strategic plan document.

CARRIED UNANIMOUSLY

Adjournment

Moved by Trustee R. Bouchard, and seconded by Trustee T. Valente

THAT the North Vancouver City Library Board meeting be adjourned.

CARRIED UNANIMOUSLY

The meeting adjourned at 8:59 p.m.

Brendan Harvey
Board Chair



Date Nov 28, 2024

Deb Hutchison Koep
Secretary



Date Nov. 28, 2024