Greater Victoria Public Library Board
Regular Meeting
February 26, 2019
12:00p.m. – 1:00p.m.

Central Branch
Community Meeting Room
735 Broughton Street
Victoria BC
The GVPL Board recognizes and acknowledges the traditional territory of the Esquimalt and Songhees Nations on which the Central Branch is located and Board Meetings take place.

Mission Statement
We build community and support literacy and lifelong learning by providing free access to information, space, tools and expertise.
1. Call to Order

2. Indigenous Acknowledgement

3. Chair’s Remarks

4. Approval of Agenda
   Motion to Approve

5. Approval of Minutes – January 22, 2019 – Attachment 5
   Motion to Approve

6. Business Arising from Previous Meeting

7. CEO Report to the Board

8. Committee Reports
   8.1 Planning and Policy Committee Meeting February 19, 2019
      For Information

9. New Business
   9.1 GVPL 2019 Business Plan Attachment #9.1
      For Information
   9.2 Strategic Plan 2016-2020 Accomplishments to Date Attachment #9.2
      For Information
   9.3 GVPL Board Engagement and Advocacy Presentation Attachment #9.3
      For Discussion

10. Board Liaison Updates

11. Next Meeting Date
    March 26, 2019 12:00pm – 1:00pm

12. Adjournment
The GVPL Board recognizes and acknowledges the traditional territory of the Esquimalt and Songhees Nations on which the Central Branch is located and Board Meetings take place.

A meeting of the Greater Victoria Public Library Board was held on the above date at the above location. The following individuals were in attendance:

**Board Members:**
- Trustee A. Appleton
- Trustee B. Beckett
- Trustee D. Begoray (Chair)
- Trustee M. Boyd
- Trustee J. Davis
- Trustee E. Glover
- Trustee K. Harper
- Trustee Z. King
- Trustee D. Kobayashi
- Trustee S. Laidlaw
- Trustee A. MacKinnon (Vice-Chair)
- Trustee K. Roessingh
- Trustee J. Rogers
- Trustee M. Sahlstrom
- Trustee J. Vermeulen

**Staff:**
- M. Sawa, CEO/Secretary
- P. McKinnon, Director of Finance and Facilities
- D. Main, Director of People and Culture
- D. Phillips, Director of Technology and Integration
- J. Windecker, Director of Library Services, Innovation and Delivery
- D. Wood, Director of Library Services, Planning and Engagement
- K. Marshall, Recording Secretary
- H. Hughes, CUPE President

**Regrets:**
- Trustee T. Chung
- Trustee D. Curtis
- Trustee J. Loveday
- Trustee K. Santini

1. **CALL TO ORDER BY THE SECRETARY**

   M. Sawa, CEO called the meeting to order at 12:07pm.
2. **INDIGENOUS ACKNOWLEDGEMENT**

M. Sawa provided the Indigenous acknowledgement.

3. **WELCOME AND INTRODUCTIONS**

M. Sawa welcomed Dave Obee, editor-in-chief and publisher of *Times Colonist*. Mr. Obee presented GVPL with a cheque for $25,000 from the Times-Colonist Literacy Society Grant. The grant will support the Books for Babies program. Since 2007, $304,000 has been donated from this fund to GVPL.

M. Sawa welcomed Irwin Henderson, President, Friends of the Library. Mr. Henderson provided an overview of Friends of the Library.

M. Sawa welcomed new trustee Elysia Glover, who is a citizen representative for the City of Victoria.

4. **APPROVAL OF AGENDA**

Moved by Trustee King, Seconded by Trustee Roessingh

THAT the January 22, 2019 agenda be approved

MOTION CARRIED

5. **ELECTION OF OFFICERS**

5.1 **Election of Chair**

The Secretary called for nominations for Chair of the Greater Victoria Public Library Board for a term of one year.

Moved by John Rogers and seconded by Joy Davis THAT Trustee Begoray be nominated for the position of Board Chair for a one-year term.

A call for further nominations was made three times. There were no further nominations.

Voting by show of hands was conducted and Trustee Begoray was elected as Chair of the Greater Victoria Public Library Board.

5.2 **Election of Vice-Chair**

The Chair called for nominations for Vice-Chair of the Greater Victoria Public Library Board for a term of one year.

Moved by Trustee Roessingh and seconded by Trustee Rogers THAT Trustee MacKinnon be nominated for the position of Vice Chair for a one-year term.

A call for further nominations was made three times. There were no further nominations.

Voting by show of hands was conducted and Trustee MacKinnon was elected as Vice-Chair of the Greater Victoria Public Library Board.
6. **CHAIR’S REMARKS**

Trustee Begoray thanked trustees for the nomination and thanked former trustees Martin and Murdoch for their mentorship during her term as Vice-Chair. Trustee Begoray looks forward to designing a new strategic plan and facilities plan as well as advocating for the library.

Trustee Begoray reminded trustees that this week is Family Literacy week.

7. **APPOINTMENT OF SIGNING OFFICERS**

Moved by Trustee Kobayashi, Seconded by Trustee Harper

THAT former trustee, Rob Martin be removed as board signing officer and trustee Andy MacKinnon be added as board signing officer.

MOTION CARRIED

8. **APPROVAL OF MINUTES – December 11, 2018**

Moved by Trustee Rogers, Seconded by Trustee Sahlstrom

THAT the December 11, 2018 minutes be approved

MOTION CARRIED

9. **BUSINESS ARISING FROM PREVIOUS MEETING**

None

10. **CEO REPORT TO THE BOARD**

M. Sawa provided the CEO report to the board.

Branch tours for new trustees are scheduled for February 7 and February 8.

Since former trustees Burton-Krahn and Burris were unable to attend the December 11 board meeting, M. Sawa met with them in January and provided a small gift of appreciation for their contributions to the GVPL board.

The Canadian Urban Libraries Council (CULC) has launched a social media advocacy campaign to address concerns about the availability and cost of ebooks.

M. Sawa will be attending the Ontario Library Association (OLA) conference and a meeting of the Libraries and Archives Canada Stakeholders Forum in Toronto, January 28 – February 1.

M. Sawa provided an overview of the senior leadership team’s re-structure and invited Directors to describe their new roles and responsibilities.

11. **COMMITTEE REPORTS**

None
12. NEW BUSINESS

12.1 2019 Trustee Appointments by Municipality

A list of the 2019 trustee municipal appointments was provided for information.

12.2 2019 Board Meeting Dates

Moved by Trustee Roessingh, Seconded by Trustee Davis

THAT the 2019 board meeting dates be approved

MOTION CARRIED

12.3 2019 Committee Memberships and Association Representatives

M. Sawa provided a review of current committee membership.

Trustee Boyd provided an overview of the finance committee. Trustee Davis provided an overview of the planning and policy committee. Trustees were asked to indicate their committee interests to K. Marshall so that their input can be collected to inform the committee membership appointments for 2019.

Trustee Harper is the Board representative on the Greater Victoria Labour Relations Association (GVLRA) Board of Directors. Trustee Rogers will continue serve as the alternate.

Trustee Laidlaw will continue to represent the library board on the IslandLink Federation.

Trustee Laidlaw is stepping down as the Friends of the Library representative this year. Trustees were asked to consider volunteering for this role.

13. MOVE IN-CAMERA

This item was moved to agenda item 13 to ensure quorum. Board liaison updates moved to item 14.

Moved by Trustee Kobayashi, Seconded by Trustee Beckett

THAT the board move in-camera

MOTION CARRIED

14. BOARD LIAISON UPDATES

14.1 BCLTA Update

Trustee Boyd provided an update. British Columbia Library Trustees Association (BCLTA) lobbies for libraries in BC. Trustee Boyd’s term ends at the end of 2019. Trustees were asked to consider sitting on the BCLTA board.

The BCLTA workshop is May 11, 2019 and trustees were encouraged to attend.

14.2 Friends of the Library Update

Trustee Laidlaw provided an update. 2018 was a record year for revenue. Friends of the Library funding supports the Summer Reading Club, Indigenous Reads and other library initiatives.
14.3 IslandLink Federation Update

Trustee Laidlaw provided an overview of Islandlink Federation. The 2018 board meeting was held on September 22 in Powell River. This year GVPL will be hosting the meeting in Victoria in October.

15. NEXT MEETING DATE

February 26, 2019

16. ADJOURNMENT

Moved by Trustee King Seconded by Trustee Kobayashi

THAT the January 22, 2019 Regular Board Meeting adjourn

MOTION CARRIED

Meeting adjourned at 1:05pm

__________________________  ____________________________
Board Chair                  Board Secretary
Accomplishments by Strategic Priority Area 2016 – 2018

**CREATE great library space to meet unique user needs – in person and through our multiple e-service channels**

**BRANCH DEVELOPMENT**

In 2016, the Langford Heritage branch opened as part of a shared facility with the Westhills YMCA/YWCA. In 2018, GVPL opened its 12th branch, sxʷeŋxʷəŋ taŋəxʷ James Bay, as part of the Capital Park Development in the City of Victoria.

*Key facts and figures, impacts and outcomes:*

By 2018, mid-term of the 15 year facilities plan, *Making Space for the Future*, GVPL has 12 branches, provides 24/7 access to physical collections with a vending machine at the Langford Heritage branch, and opened its first Indigenous named branch, sxʷeŋx’wəŋ taŋ’exw James Bay.

GVPL’s total floor space per capita is .42m². This remains below the average of .52m² among Canadian Urban Libraries (2016).

**REFRESHED GVPL SPACES**

- Oak Bay refreshed children’s spaces;
- Central public spaces reconfigured and welcome signage added;
- Servers moved to UVic and Administrative staff space reabsorbed into Central;
- Goudy branch space expanded to create quiet area for study and improved access to washrooms;
- Nellie McClung improved with lighting and washrooms retrofit completed by the District.

*Key facts and figures, impacts and outcomes:*

Public computers at Nellie McClung have been distributed in work pods throughout the main floor, the former Learning Centre is used as a multipurpose room for library programming and doubles as a space for quiet study when not in use for events.

**NEW VIRTUAL BRANCH**

- Online registration provides instant access to GVPL digital resources and is an option for library users;
- Lynda.com and Naxos Music Library, partially funded by donations provide new e-resources to bridge the digital divide;
- Share Your Story invites patrons to share the meaningful impact library services have on their lives.

*Key facts and figures, impacts and outcomes:*

Expanded lifelong learning opportunities made available 24/7 with the launch of Lynda.com (e-learning courses), Naxos (a streaming music collection), and self-publishing tools for local authors.

Friends of the Library provided $20,000 funding in support of the website project.
OUTREACH

A Victoria Foundation grant provided the funds to purchase OLiVe, the outreach library vehicle in 2016. Prior to 2016, the bikemobile was our only outreach vehicle.

*Key facts and figures, impacts and outcomes:*

The impact of OLiVe at community events, parades and outdoor activities is demonstrated by the many enthusiastic responses and invitations staff have received to engage in new community connections and extend library service in the community. In its initial year, OLiVe was used in 128 outreach activities and continues to be foundational to extending the impact of our services.

More than 100 partnerships and outreach activities continue in key sectors identified in Victoria Vital Signs, e.g. arts and culture, belonging, environmental sustainability, health and wellness.

TRUTH AND RECONCILIATION

In partnership with the Native Friendship Centre and with funding from the Community Fund for Canada’s 150th, a four-part speaker series to advance Truth and Reconciliation was delivered.

Our collections and programming were enhanced to further Truth and Reconciliation.

*Key facts and figures, impacts and outcomes:*

650 people participated in the speaker series; 132 people answered our survey during the TRC Speaker Series; the majority of responses indicate that those who attended the program gained increased awareness of Indigenous issues.

7 curated kits for adults and children and many more titles featuring Indigenous writers and artists have been purchased with $17,000 in additional funding from the Friends of the Library in 2017 and 2018.

DIVERSITY, EQUITABLE ACCESS AND INCLUSION

- Responded to the arrival of Syrian refugees and other newcomers
- Expanded the French language collection with a grant from Francophone Affairs
- Hosted gender and sexuality programming
- Delivered an ongoing series of programs about technologies for patrons with print disabilities
- Partnered with Island Health to offer a series for seniors

*Key facts and figures, impacts and outcomes:*

Provided Arabic ebooks, To Go Kits, and bilingual Arabic-English collections, tours, storytimes, ESL conversation classes, and a Living Library; 900+ people attended programs for and about refugees and newcomers in 2017.

Received a $15,000 donation toward expanding GVPL’s French Collection and gathered input via community consultations.
COMMUNITY INSPIRED SERVICE develops strong relationships with the community and expands library service to reach people where they live, work and play.

READING AND LITERACY:
GVPL programs, collections and resources enhance individuals’ wellness and quality of life, and support school readiness and community literacy through:

- Books for Babies program, funded by the **Times Colonist** Literacy Society;
- Summer Reading Club, a program to help kids retain their reading levels over the summer;
- Emerging Local Authors collections to enable the works of local authors to be found in the public library.

**Key facts and figures, impacts and outcomes:**

Each year, Books for Babies bags are distributed to new parents in our service area. In 2017, survey results show that only 32% attended a library program before receiving the bags; 78% attended a library program with their babies after receiving the bag.

In 2018, more than 8,000 children participated in the BC Summer Reading Club. In 2016, 84% of parents who responded to the survey observed that their child’s reading skills were maintained and improved over the summer. Also of note: reading scope expanded and independence increased by participating in BC SRC.

In 2018, 111 emerging local authors had their items added to the library collection; 129 titles were added in print and/or digital format. Since its launch in 2015, the program expanded to include digital. In the 3 subsequent years, 397 titles were added, and a total of 560 works featured.

DIGITAL LITERACY

Cultivated the development of 21st century skills to bridge the digital divide by:

- improving wifi connectivity for library users in branches using their own devices;
- continuing to offer one on one computer coaching programs to assist users with their digital devices;
- expanding the DigiLab equipment through funding from the Friends of the Library. Initial funding received from the United Way of Greater Victoria.

**Key facts and figures, impacts and outcomes:**

594 people participated in one on one tutoring programs in 2017, demonstrating a continued need and the value of this program for seniors, job seekers and lifelong learners.

In 2017, 38 DigiLab events were held in 8 branches with 226 attending, doubling the number of attendees in 2016. The majority of teens surveyed stated they were better prepared to get a real job, gained people skills, and confidence as a result of participating in DigiLab programs.

- Our digital Cloud Library averaged more than 4,000 unique users a month in 2018.
CULTURAL PARTNERSHIPS

• Branches served as galleries through art walls displaying the works of local artists;
• Developed and formalized new and existing community partnerships;
• Offered joint programming with our partners in the Gallery, Library, Archive and Museum (GLAM) sector.

Key facts and figures, impacts and outcomes:

The Culture and Recreation Pass program expanded from the original 4 partners to 7 by 2018 with the inclusion of the Craigdarroch Castle ePass, Maritime Museum and Victoria Butterfly Gardens.

• Innovative programs with the Oak Bay and Saanich Archives, Royal BC Museum, and Pacific Opera Victoria attracted over 560 participants at 19 different events in 2017, some programs were repeated due to demand. This is an increase from 2016 where 344 people attended 16 events.
• Nearly 2000 patrons attended our GLAM programing in 2018 which included the Integrated Arts festival, musical storytimes and Foodie Booksmack at the Vic Theatre (one of our many Booksmacks throughout the year).

MUNICIPAL AND OTHER RELATIONSHIPS

A new trustee orientation program was implemented in 2017 by the GVPL Board to ensure that timely support and resources were provided to facilitate effective governance.

Ongoing community engagement and events with other local agencies include: CRD, Island Health, Aids Vancouver Island, Ready Set Learn, Welcome to Kindergarten with opportunities continuing to grow.

Key facts and figures, impacts and outcomes:

Trustee survey responses indicated the value of the orientation program to their success as a GVPL trustee. “I am proud to be a library board member, and the series of formal and informal orientation sessions has made me very confident in my role...”

In partnership with the CRD, GVPL offered 15 refreshed Climate Action To Go Kit launched in April, 2018. The kits have circulated 39 times; user evaluation and feedback about these kits is expected later in 2018.

LEADERSHIP DEVELOPMENT

The development of standards and a formalized leadership program began in 2017. GVPL has provided opportunities for staff to participate at the national, provincial and local level.

Staff Development Day and Vancouver Island Library Staff Conference participation fostered leadership and provided ongoing skill development for all staff.

Key facts and figures, impacts and outcomes:

Key components of leadership training are in place and the delivery of training commenced in early 2018.
Digital Literacy and Connectivity

Technology is a major force driving social and economic change, both globally and right here at home. People are seeing, consuming and creating an overwhelming amount of information that increases exponentially every year. It’s transforming how we live, learn, work, play and grow at every stage of our lives.

GVPL creates a bridge between the physical and digital words – helping to connect our citizens with each other, and with a world of knowledge and information. Many services are now only available online, and GVPL is a place where all community members have free access to the Internet.

GVPL provides both access to technology and expert assistance so that community members can develop the digital literacy skills to complete basic transactions, pursue interests and express their ideas.

Your support makes a difference
Municipal support for the public library is helping your community to thrive. GVPL’s digital infrastructure ensures that everyone in our community has public access to online connectivity.

Call 250.940.4875 or visit gvpl.ca to find out more about GVPL’s digital strategy and resources, and how they’re benefiting your community.
Early Literacy at the Library

Early language and literacy development begins in the first years of a child’s life, and lays the foundation for all learning. Research shows that children who develop essential literacy skills have greater success in grade-level reading and achieving academic success.

Reading to succeed

- Nearly 6 million physical and digital items borrowed in 2018.
- Signature early literacy programs and collections include Books for Babies, Skill Builders Adaptive Toy lending kits and StoryWalk® collection.
- Outreach and partnerships with Island Health, Strong Start Centres, Single Parent Resource Centre, Military & Family Resource Centre, local indigenous peoples and many others.
- Nearly 60,000 attendees of children’s programs in 2018.

Public libraries are places where young people learn and grow in an environment that fosters creativity and a passion for life-long learning.

GVPL’s free programs, books and resources support children in taking their first steps toward learning to read and write. Librarians are experts in nurturing a love of reading and inspiring young children to play with stories and language.

GVPL’s storytimes and early literacy programs also build community by connecting families with other parents and children in your neighbourhoods, in partnership with local schools, daycares and other community organizations. Together, we set kids up for success in school and in life.

Your support is making a difference

We’re fortunate to live in a community where local governments regard the public library as a strategic community asset supporting economic vitality, social well-being and cultural development in the community.

Call 250.940.4875 or visit gvpl.ca to find out more about GVPL’s early literacy programs and the impact they’re having in your community.

gvpl.ca
Community Space

A community’s connection to place is at the very heart of resilience. Thriving public spaces have a positive impact on a community’s ability to address challenges, build community and grow the local economy. When people lack this connection to place, communities are more vulnerable to crime and social isolation.

GVPL’s branches are free and welcoming social spaces, separate from home or work, which anchor community life. We welcomed nearly 2.5 million people to GVPL branches in 2018. People gravitate to the library’s quiet spaces and gathering places for independent studying, sustained reading, collaborative work and meetings with others.

In GVPL’s youth spaces, kids explore books and stories, come to storytimes and programs with their parents and caregivers and play together with imaginative, purposeful activities. No other free public space is better equipped to bring people together to share, learn and grow with each other.

These kinds of public spaces – and the conversations we have here – have never been more important for our community.

Your support makes a difference
We’re fortunate to live in a community—and a province—that recognizes the value that our public libraries provide as safe and trusted gathering spaces.

Call 250.940.4875 or visit gvpl.ca to find out more about GVPL’s public spaces, and how they’re helping to bring your community closer together.
Connecting Our Community

Many people in our communities feel increasingly lonely, lacking social bonds with neighbours and a sense of belonging that previous generations once enjoyed due to technological change, relocations for work to places without friends or family ties and an aging population. Research shows that people who are socially isolated have poor physical and mental health outcomes.

Libraries are hubs for community connection and participation, inclusion and sharing. As a community convenor, GVPL partners with local organizations to host programs and meetings on topics of shared interests, facilitating conversations on matters your community cares about.

At your library, we provide personalized information assistance and community programs, supporting newcomers to make connections, build attachments, and feel welcome and included. We also support residents with tools and resources to pursue personal passions and learning that improve their quality of life. The demand for these services will only increase in the years ahead.

Your support makes a difference
Local municipalities’ support for GVPL ensures that the public library is a key institution in your community’s network of relationships. GVPL brings people together to form relationships and build local knowledge, which supports the aspirations of the community.

Call 250.940.4875 or visit gvpl.ca to find out more about how your library is connecting members of your community to each other.

gvpl.ca
Supporting Economic Growth

Global and local economies are changing rapidly, with declines in resource industries and growth in new areas like the creative and knowledge sectors. Today, the average length of employment in a single job is four and a half years, which means people can have 10 to 15 jobs over the course of their working lives.

As technologies change, workplaces are in constant transition, demanding employees to participate in continuous training and development to be competitive.

GVPL supports your community to adapt to these changes by providing the space, tools, resources and expert assistance that support people to learn new skills and discover employment options.

At GVPL, small business owners have free access to quality information and market research to help them understand the local market and their customers better.

Public libraries are places where ideas and deep learning connect with resources, skill building and technology. In our global, digitally connected world, GVPL is an incubator for knowledge and innovation.

Your support makes a difference
Local municipalities’ investment in GVPL supports the development of human capital in our community for long-term, economic sustainability.

Call 250.940.4875 or visit gvpl.ca to learn more about how your library is supporting local job seekers and businesses.
The Value of Public Libraries

Two common ways to determine the value of public libraries are by direct user benefit and the indirect community benefit.

The *direct user benefits* relate to the perceived value of Library materials to Library users. In other words, Library users avoid costs and save money they would otherwise spend to buy or to access similar content.

The *indirect benefit for the community* relates to the literacy, learning and other positive impacts the Library provides. Community benefits include:

- Services available at no direct charge to users including borrowing materials, attending programs and using library technology
- Welcoming, safe and convenient public space for all residents of all ages (e.g. children and their caregivers, students, newcomers, people who are homeless or marginalized with few alternatives in the community)
- Early literacy and child development support (e.g. available reading materials, free programs and learning tools)
- Lifelong learning and skill development for youth, adults and seniors – particularly for those transitioning into the workforce and for those seeking new opportunities
- Social inclusion and access to economic resources for new residents of Greater Victoria
Our Mission

Sharing The Library's Story

Consistency

Customization

We can incorporate key words you and examples and supporting facts. By providing free access to information, space, tools and expertise, we build community and support literacy and lifelong learning.

You can personalize your own Strategic Plan. Chief Librarian or designee.

Board Resources:
digital age

in the

than ever

important

are more

Libraries

Libraries

and Consumer Reports
Access to databases such as Harvard Business Review
Book chapters and audio downloads are not free
Skills to assess and discover
21st Century Libraries — not just reading but
3 Libraries support personal discovery and
Digital Literacy
Software
Resident don't have access to internet
Professional Pursuits
Building confidence and skills for personal and
Learning buddies

Libraries

YOU CAN INCORPORATE
EXAMPLES AND KEY WORDS

YOU CAN PERSONALIZE
Supporting Facts You

Sharing the Library's Story
Libraries are investments most critical one of the

You can incorporate

Examples and key words

Sharing the library's story