Greater Victoria Public Library Board
Regular Meeting
January 28, 2020
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 by the Secretary

2. Indigenous Acknowledgement

3. Welcome and Introductions

4. Consent Agenda  
   4.1 Approval of Agenda  
   4.2 Approval of Minutes – December 10, 2019 – Attachment 4.2 

5. Election of Officers  
   5.1 Chair  
   5.2 Vice-Chair 

6. Appointment of Signing Officers  

7. Chair’s Remarks

8. Officers Reports  
   8.1 Chair Report  
   8.2 CEO Report

9. Business Arising from Previous Meeting

10. New Business  
    10.1 2020 Trustee Appointments by Municipality – Attachment 10.1  
    10.2 2020 Committee Memberships and Association Representatives  

11. Correspondence  
    11.1 Request for drop off/pickup location in Vic West Community – Attachment 11.1  
    11.2 Patron comments and questions query – Attachment 11.2

12. Board Liaison Updates  
    12.1 BCLTA Update  
    12.2 Friends of the Library Update  
    12.3 IslandLink Federation Update

13. Move In-Camera  

14. Next Meeting Date  
   February 25, 2020

15. 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 D. Begoray (Chair)
- Trustee A. Appleton
- Trustee B. Beckett
- Trustee T. Chung
- Trustee J. Davis
- Trustee Z. King
- Trustee D. Kobayashi
- Trustee K. Roessingh
- Trustee J. Rogers
- Trustee M. Sahlstrom
- Trustee K. Santini

**Staff:**
- M. Sawa, CEO/Board Secretary
- P. McKinnon, Director, Finance and Facilities/Board Treasurer
- D. Main, Director, People and Culture
- J. Windecker, Director, Library Services, Innovation and Delivery
- K. Marshall, Recording Secretary
- Rebecca Baugniet, CUPE 410 Vice-President

**Regrets:**
- Trustee A. MacKinnon (Vice-Chair)
- Trustee M. Boyd
- Trustee D. Curtis
- Trustee E. Glover
- Trustee K. Harper
- Trustee S. Laidlaw
- Trustee J. Loveday
- Trustee J. Vermeulen

1. **CALL TO ORDER**

Chair Begoray called the meeting to order at 12:12 p.m.

2. **INDIGENOUS ACKNOWLEDGEMENT**

Chair Begoray provided the Indigenous acknowledgement.
3. **CHAIR’S REMARKS**

Chair Begoray welcomed CUPE 410 Vice-President, Rebecca Baugniet.

4. **CONSENT AGENDA**

Moved by Trustee Roessingh, Seconded by Trustee Appleton

<table>
<thead>
<tr>
<th>THAT the December 10, 2019 regular board meeting agenda be amended by adding item 7.1.2 Strategic Plan.</th>
<th>MOTION CARRIED</th>
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</thead>
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Moved by Trustee Santini, Seconded by Trustee Davis

<table>
<thead>
<tr>
<th>THAT the amended December 10, 2019 regular board meeting agenda be approved.</th>
<th>MOTION CARRIED</th>
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</thead>
</table>

Moved by Trustee Roessingh, Seconded by Trustee Appleton

<table>
<thead>
<tr>
<th>THAT the November 19, 2019 regular board meeting minutes be approved.</th>
<th>MOTION CARRIED</th>
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5. **OFFICERS’ REPORTS**

5.1 **Chair Report**

Chair Begoray attended the December 7, 2019 Cookies and Crafts open house at the Central branch. The event was well organized and many people attended.

Trustee Begoray reminded trustees of the annual board ask donation opportunity for 2019.

Choirs in the Courtyard will be happening after the board meeting – all trustees were encouraged to participate.

5.2 **CEO Report to the Board**

M. Sawa, CEO attended the inaugural meeting of the Greater Victoria Local Immigration Partnership (GVLIP) on November 21, 2019.

The Saanich Centennial branch will remain closed for several more weeks. The pop-up library in the Pearkes Recreation Centre lobby has been very well-received.

New library wayfinding street banners have been designed and installed outside the Broughton Street entrance to the Central branch.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

None

7. **COMMITTEE REPORTS**

7.1 **Planning and Policy Committee Meeting December 3, 2019**

Trustee Davis provided the planning and policy committee report. As identified by KPMG in the 2018
Audit Findings Report, a declaration of interest statement was developed by staff and reviewed by the committee for approval by the Board.

Prior to the December 3 planning and policy committee meeting, a survey was sent to trustees to determine priorities for strategic planning and the ways in which success should be measured. Responses were discussed at the December 3 planning and policy committee meeting.

7.1.1 Declaration of Interest Statement

Moved by Trustee Davis, Seconded by Trustee King

THAT the Declaration of Interest Statement be approved.  
MOTION CARRIED

7.1.2 2021 Strategic plan

Moved by Trustee Davis, Seconded by Trustee King

THAT the Planning and Policy Committee recommend the board direct staff to create in 2020 the strategic plan for implementation in 2021, with a focus on:
- Increasing understanding on why people use and value libraries
- Seeking new and novel ideas from the community to inform service delivery
and providing measurement indicators of:
- The number of activities and transactions
- How GVPL advances and supports the strategic priorities of its member municipalities

MOTION AMENDED

Moved by Trustee Rogers, Seconded by Trustee King

THAT the main motion be amended by striking in the last sentence, “advances and supports” and adding “considers.”
MOTION CARRIED

Moved by Trustee King, Seconded by Trustee Roessingh

THAT the amended motion be amended by inserting in the last sentence, “continues to” before the word considers and changing the word considers to “consider.”
MOTION CARRIED

The main motion was amended to:

Moved by Trustee Davis, Seconded by Trustee King

THAT the Planning and Policy Committee recommend the board direct staff to create in 2020 the strategic plan for implementation in 2021, with a focus on:
- Increasing understanding on why people use and value libraries
- Seeking new and novel ideas from the community to inform service delivery

MOTION CARRIED
and providing measurement indicators of:
  • The number of activities and transactions
  • How GVPL continues to consider the strategic priorities of its member municipalities

MOTION CARRIED

8. NEW BUSINESS
  8.1 2020 Board Meetings

Moved by Trustee Kobayashi, Seconded by Trustee Roessingh

THAT the proposed 2020 board meeting dates be approved.  

MOTION CARRIED

8.2 Outgoing Trustee Recognition

Chair Begoray thanked outgoing trustees, Beckett, Rogers and King for their years of service on the board and dedication to GVPL. Chair Begoray also recognized the contributions made by outgoing trustee Curtis in her absence.

9. BOARD LIAISON UPDATES
  9.1 Friends of the Library

Trustee Santini provided the Friends of the Library report. The Nellie McClung booksale was very successful, earning the highest sales since 2016. The next book sale will be in March. The date will be determined in the new year.

9.2 British Columbia Library Trustees Association

Nothing to report.

10. NEXT MEETING DATE

January 28, 2020

11. ADJOURNMENT

Moved by Trustee King Seconded by Trustee Roessingh

THAT the December 10, 2019 Regular Board Meeting adjourn.  

MOTION CARRIED

Meeting adjourned at 1:01p.m.
GREATER VICTORIA PUBLIC LIBRARY
APPOINTEES BY MUNICIPALITY
2020

CENTRAL SAANICH
Councillor Bob Thompson

COLWOOD
Councillor Doug Kobayashi

ESQUIMALT
Councillor Jane Vermeulen

HIGHLANDS
Councillor Karel Roessingh

LANGFORD
Christine Lervold
Councillor Matt Sahlstrom

METCHOSIN
Councillor Andy MacKinnon

OAK BAY
Councillor Andrew Appleton

SAANICH
Matt Boyd
Joy Davis
Annemieke Holthuis
Susan Laidlaw
Councillor Karen Harper

VICTORIA
Deborah Begoray
Tzu-I Chung
Elysia Glover
Kathy Santini
Councillor Jeremy Loveday

VIEW ROYAL
Councillor Gery Lemon
Message to the Library Board
Dear Library Board Members,
I am a Vic West resident who enjoys using the GVPL. I find it inconvenient however to pick up and drop off books as there is no library branch in my neighbourhood. The closest locations to my neighbourhood are the downtown branch, the branch at Tillicum Mall and the location at Uptown Mall. All of these locations require that I drive or take the bus to reach which is costly in terms of gas, time and the environment. I feel it would be very helpful if there was a "micro-branch" located in Vic West, perhaps at the Westside Village mall where members could simply drop-off or pick up library books. It wouldn't need to be manned by personnel. It could even be a mail slot in a wall for dropping books off, and a vending machine-type system where patrons enter their library card number into the machine and their item on hold is dispensed to the patron. Here is an interesting Pinterest link showing a variety of library dispensing machines to give an idea of what I am suggesting: https://www.pinterest.ca/phillippabrown/library-vending-machines/.

Thank you for considering this suggestion.
Sincerely,

Victoria BC
Dear Library Managers/ Board of Directors,

I am one of many patrons who are increasingly in need of answers to the following important questions. Please reply with whatever you can as soon as you read this msg, and then if there are unanswered questions please reply as soon as you can to those.

We appreciate the work you do and the fact that we have a Library/ Public Resource Hub.

We are becoming more and more concerned and needing better results and accountability from those making decisions regarding OUR resources, which We pay for through our taxes.

1. a. What happened to OUR PUBLIC ACCESS to courtesy phones?
   b. When will you Return our access to making phone calls?
   c. We need a phone today, when & how will we see a separate (line(phone), easily accessible, (and possibly private with a phone booth) access to at least 1+ courtesy phone?
   The telephone is a PUBLIC RESOURCE and the last few years has seen an increasing repression of us using the library for this resource. The phone is as/ or more important as public computer access, and (including a phone booths, phones, and separate/additional lines) would be MUCH lower than one computer.
   Also, an environmental issue and human rights issue to not try to force everyone to own unsustainable technology.

2. a. Why did you take away the “food for fines” program in 2019?
   b. When will it return?
   - that was the best option for many of us who often have a lesser ability to afford the extra financial burden of fines(for a few items being 1 day late) and also giving people an opportunity/ encouragement to give to others.
   c. What other options are there for low-no income folks to use the library rentals when fees become an burden/barrier?

3. Board Accountability
   a. Where can we see the accounting & budget for library expenses?
   b. Where can we see the votes the board has made?
   c. Where are the Overdue survey results from the library hours survey from well over a year ago?
   d. Where can we see our fellow patrons OTHER feedback/ comments, and the issues we have being taken action on?

Thank you kindly for your responses.
Kyle
January 23, 2020

Response to Comments and Questions Message 6305

Dear Library Managers/Board of Directors,

I am one of many patrons who are increasingly in need of answers to the following important questions. Please reply with whatever you can as soon as you read this msg, and then if there are unanswered questions please reply as soon as you can to those.

We appreciate the work you do and the fact that we have a Library/Public Resource Hub.

We are becoming more and more concerned and needing better results and accountability from those making decisions regarding OUR resources, which We pay for through our taxes.

1. a. What happened to OUR PUBLIC ACCESS to courtesy phones?
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c. We need a phone today, when & how will we see a separate (line/phone), easily accessible, (and possibly private with a phone booth) access to at least 1+ courtesy phone?

The telephone is a PUBLIC RESOURCE and the last few years has seen an increasing repression of us using the library for this resource. The phone is as/or more important as public computer access, and (including a phone booths, phones, and separate/additional lines) would be MUCH lower than one computer.

Also, an environmental issue and human rights issue to not try to force everyone to own unsustainable technology.

The Greater Victoria Public Library (GVPL) provides patrons access to a pay phone at our Central Branch. GVPL does not provide access to a private phone line for patron use. Patrons are able to charge their phone, and other digital devices, using our in-branch charging stations.

2. a. Why did you take away the “food for fines” program in 2019?
b. When will it return?
- that was the best option for many of us who often have a lesser ability to afford the extra financial burden of fines (for a few items being 1 day late) and also giving people an opportunity/encouragement to give to others.
c. What other options are there for low-no income folks to use the library rentals when fees become a burden/barrier?

Our “food for fines” program changed in 2019 and is aligned with the preference of local food banks to receive cash in lieu of food donations. Providing cash to food banks allows food bank staff to extend their purchasing power, and to select items that are the greatest needs for individuals and families. This year, we invited library patrons to consider donating change to support local food banks at our eleven donation stations – one inside each branch, with the exception of Saanich Centennial which is temporarily closed. We are collecting and counting all proceeds received in the month of December and donating the funds to our food bank partners.

We are committed to reducing financial barriers – real or perceived – that could prevent a person from using their public library. We take a values-based approach to service delivery. In practice, this means that if an individual has difficulty paying fines or fees, we discuss a way forward so that the individual can pay what they can, while keeping their borrowing privileges active. It all starts with a conversation
between a patron and the person providing that patron library service. Each situation is different, and a solution is matched to individual needs.

3. Board Accountability
a. Where can we see the accounting & budget for library expenses?
GVPL’s annual Financial Statements are located on the Reports and Plans page of our website. See: https://www.gvpl.ca/reports-plans/
b. Where can we see the votes the board has made? GVPL Board Minutes are located on our website, located here: https://www.gvpl.ca/library-board/
c. Where are the Overdue survey results from the library hours survey from well over a year ago? GVPL routinely conducts surveys with patrons in order to inform service delivery and to identify emerging needs. The information GVPL gathered in 2018 was a perception of current library patrons regarding open and closed branch hours. If a review of current operating hours takes place in the future, this survey would be one of the indicators library staff would consider before changes are proposed.
d. Where can we see our fellow patrons OTHER feedback/ comments, and the issues we have being taken action on?
We address the concerns and answer comments from our patrons on an individual basis. Operational changes are communicated to the public in a variety of ways, which include website updates, printed information and information that can be shared by staff.

Thank you kindly for your responses.
Kyle