Greater Victoria Public Library Board
Regular Meeting
September 29, 2020
12:00p.m. – 1:00p.m.

Electronic Meeting
MS Teams
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. Consent Agenda
   4.1 Approval of Agenda
   4.2 Approval of Minutes – June 23, 2020 – Attachment 4.2

5. Officers reports
   5.1 Chair Report – Attachment 5.1
   5.2 CEO Report – Attachment 5.2

6. Business Arising from Previous Meeting

7. Committee Reports
   7.1 Planning and Policy Committee Oral Report
      7.1.1 Public Participation at Regular Board Meetings – Attachment 7.1.1
   7.2 Finance Committee Oral Report

8. New Business
   8.1 COVID-19 Service Restoration Plan Phase 3 – Attachment 8.1

9. Board Liaison Updates
   9.1 Friends of the Library
   9.2 BCLTA
   9.3 Islandlink Library Federation

10. In-Camera Meeting

11. Next Meeting Date
    October 27, 2020 12:00pm – 1:00pm

12. Adjournment
DRAFT MINUTES
GREATER VICTORIA PUBLIC LIBRARY BOARD REGULAR MEETING

Electronic Meeting – MS Teams
June 23, 2020 12:00pm – 1:00pm

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

**Board Members:**
- Trustee A. Appleton
- Trustee D. Begoray
- Trustee M. Boyd
- Trustee T. Chung
- Trustee J. Davis
- Trustee E. Glover
- Trustee K. Harper
- Trustee A. Holthuis
- Trustee D. Kobayashi
- Trustee G. Lemon
- Trustee J. Loveday
- Trustee A. MacKinnon
- Trustee K. Roessingh
- Trustee K. Santini
- Trustee D. Seaton
- Trustee J. Vermeulen

**Regrets:**
- Trustee S. Laidlaw
- Trustee M. Sahlstrom
- Trustee B. Thompson

**Staff:**
- M. Sawa, CEO/Secretary
- P. McKinnon, Director Finance and Facilities
- D. Main, Director People and Culture
- J. Windecker, Director Library Services, Innovation and Delivery
- D. Wood, Director Library Services, Planning and Engagement
- K. Marshall, Recording Secretary
- T. Kendrick, Coordinator, Library Services

1. **CALL TO ORDER**
   
   Trustee Begoray called the meeting to order at 12:00 p.m.

2. **INDIGENOUS ACKNOWLEDGEMENT**
   
   Trustee Begoray provided the Indigenous acknowledgement.

3. **CHAIR’S REMARKS**
   
   None
4. APPROVAL OF CONSENT AGENDA

Moved by Trustee Roessingh, Seconded by Trustee Appleton

THAT the June 23, 2020 consent agenda be approved

MOTION CARRIED

5. OFFICERS REPORTS

5.1 Chair Report

Trustee Begoray provided the chair report. Virtual branch visits continue to increase however patrons are looking forward to the reopening of our physical branches. Starting June 30, the Central branch will be open for holds pick up and for browsing a small collection. The sxʷeŋxʷəŋ təŋəxʷ James Bay, Emily Carr and Langford Heritage branches will accept returns through automated materials handling (AMH) and the vending machine at the Langford Heritage branch will be operational.

Trustee Begoray thanked M. Sawa, CEO and staff for their work to restore library services.

The Select Standing Committee on Finance and Government Services is now taking submissions regarding the 2021 BC Government Budget Priorities. Trustee Begoray will send a letter to the committee on behalf of the board.

5.2 CEO Report

M. Sawa, CEO provided the CEO report and discussed GVPL’s service restoration plan.

6. BUSINESS ARISING FROM PREVIOUS MEETING

None

7. COMMITTEE REPORTS

7.1 Planning and Policy Committee Meeting June 2, 2020

7.1.1 Strategic Planning 2021

Trustee Kobayashi provided a report on the June 2, 2020 planning and policy committee meeting. The committee reviewed its priorities:

- metrics and measurement
- fines and fees – a working group will be established to review fines and fees policy
- facilities master plan

Moved by Trustee Kobayashi, Seconded by Trustee Lemon

THAT the strategic planning engagement phase begin in 2021.

MOTION CARRIED
8. NEW BUSINESS

8.1 GVPL Service Restoration Plan Update

The GVPL Service Restoration Plan follows WorkSafe BC guidelines and the Provincial Health Officer’s guidelines. The physical limitations of each branch facility will inform decisions regarding reopening and a phased approach will be taken. Staff are looking at alternative service locations and service delivery options for those areas where branches are not yet open.

8.2 BC Summer Reading Club 2020 Staff Presentation

T. Kendrick, Coordinator, Library Services provided a presentation on the BC Summer Reading Club 2020. In 2019, over 9,000 children participated in the BC Summer Reading Club. In 2020 activities and virtual programs will be delivered online. Grab and Go tables will be setup at reopened branches for participants to pick up reading records, giveaways, prizes and medals.

9. BOARD LIAISON UPDATES

9.1 Friends of the Library (FOL) Update

Trustee Santini provided the FOL update. The 2020 FOL wish list will fund:

- BC Summer Reading Club
- New and existing digital collections
- Remaining funds will be used as needs determine

The Friendshop at the Central branch has been decommissioned to increase functional space in the Central branch. FOL remains excited about providing book sales to the public but have decided to place a hold on all sales due to COVID-19.

9.2 British Columbia Library Trustee Association (BCLTA) Update

Trustee Glover provided the BCLTA update. BCLTA has a new Executive Director, Jerrilyn Schembri. The June BCLTA bulletin is now available and includes a list of workshops available to library trustees. Representatives from BCLTA participated in a COVID-19 session with the Minister of Education and the Director, libraries branch.

9.3 IslandLink Federation

Nothing to report.

10. IN-CAMERA MEETING

Moved by Trustee Roessingh, Seconded by Trustee Lemon

THAT the Board move in-camera

MOTION CARRIED

11. NEXT MEETING DATE

September 29, 2020 at 12:00pm – 1:00pm
12. ADJOURNMENT

Moved by Trustee Vermeulen, Seconded by Trustee Roessingh

THAT the regular meeting of the Board adjourn

MOTION CARRIED

Meeting adjourned 1:04p.m.

Board Chair  

Board Secretary
Chair’s Report

September, 2020

Deborah Begoray

"It's the first day of autumn! A time of hot chocolatey mornings, and toasty marshmallow evenings, and, best of all, leaping into leaves!"

—Winnie the Pooh, Pooh’s Grand Adventure (A.A. Milne)

As I write this month’s report, it is indeed the first day of autumn and, as if on cue, the rain has begun, the temperature has dropped, and one feels the need for hot chocolate—or perhaps a pumpkin spice latte!

Trustees will, I hope, excuse the length of this report as it summarizes events of a very busy summer and September.

**COVID-19 & GVPL service delivery**

It has been my absolute pleasure to attend (with Maureen) every re-opening of 10 branches so far (with two more to come in early October). Branch staff were invariably nervous and excited and so very pleased to greet their patrons once again. There has been continuous improvement as staff learned from each successive opening and I was proud of all of them (including one staff member who went into the landscaping in front of the library to find a rock big enough to hold open a stubborn exterior door!).

Phase Two of our service restoration plan will be completed on October 9th with all branches reopened for holds pick up, curated browsing, customer service and 24/7 book returns. Staff will be providing an update on current state and FAQs to assist trustees with responding to any questions regarding rationale of the phased approach at the September 29 Board Meeting. I am indeed glad that trustees are keen to have more details to share.

Phase Three will build on the sustainable service model that has been established so far.

**Board committee work over the summer**

Both Board committees have also been busy over the last three months.

The Planning & Policy Committee had July & September meetings. I would like to thank Chair & Vice-Chair Doug Kobayashi and Andrew Appleton for their leadership and all members who participated in the discussions. Doug will provide an update at September 29 Board meeting.

The Finance Committee met in August & September. Chair & Vice-Chair Matt Boyd and Karen Harper lead the committee to consider challenging finance issues focused on recommendations for the 2021 budget submission. Matt will provide an update at the September 29 Board meeting.

None of these meetings would be possible of course without the skilful work of staff including Maureen, Paul, Daphne, Jennifer and Kristine. My thanks to them as well!
Canadian Urban Institute (CUI) presentation by Eric Klinenberg

Trustees may have noticed a bulletin from BCLTA about this session. Both Maureen and I were able to attend. Trustees who attended last year’s retreat will recall our discussion on Klinenberg’s book *Palaces for the People*. Maureen and I enjoyed hearing him speak in person. We were reminded of the importance of libraries as community ‘living rooms’ and the challenge of how to restore such service in pandemic times.

IslandLink Federation Board— GVPL trustee representative

Susan Laidlaw has represented GVPL on this board and it is my pleasure to thank her for her service. I’m delighted to announce that Joy Davis, who has been the alternate, has agreed to take over as our trustee representative. A new alternate will be required and discussion will take place at the September 29 meeting on what this role entails and to ask for a volunteer to take on this role.

Strategic Planning

Planning for the new Strategic Plan will begin in January, 2021. It seems so far away but I’m aware how quickly fall is passing.

Social event

And speaking of fall passing, Andy and I are aware that when autumn leaves (!), the holiday season cannot be far behind. We are working with staff to organize an opportunity for a virtual social gathering for Trustees before the end of the year.

Along with Winnie then, I urge everyone to enjoy the season. Perhaps you can embrace your inner Poohness and find a pile of leaves to jump in. Or maybe just find a good book and a warm fire...
Throughout the unprecedented circumstances of the past six months, GVPL staff have demonstrated tremendous ingenuity and inventiveness to restore and transform services.

To augment my report on GVPL’s COVID-19 service restoration plan which I will speak to at this month’s board meeting, I am pleased to share the following highlights of community inspired service initiatives undertaken by staff as our branches reopen. I am also delighted to include the full text of the resolution regarding public library funding that was endorsed at last week’s UBCM conference.

**BC Summer Reading Club 2020**

This year’s BC Summer Reading Club provided a most positive way for GVPL to engage with the community and connect children 12 years and under with an exciting reading adventure *Exploring Our Universe*.

This year, children had four ways to track their reading:

- Register for a new online club developed by the British Columbia Library Association
- Pick up a BC Summer Reading Club starter package (including a reading record, weekly stickers, a tattoo and an activity card) at GVPL branches or at GVPL ‘Grab and Go’ table locations
- Print out a reading record at home
- Get creative and make their own reading record

Over 3,200 young GVPL readers registered for the online club or picked up a starter package. Over 600 children have collected their final prize. To keep participants engaged, activities and weekly challenges were specially designed by GVPL librarians through Biblioboard. The challenges will remain accessible through GVPL’s website until the end of the year, thus extending the impact of the reading program well beyond the summer months. Six online virtual social media programs were offered in partnership with presenters (including the Royal BC Museum, the Compost Education Centre and more) with over 4,500 views.

Feedback about this year’s program has been extremely positive – as reflected by this comment from a parent: “*We already read as part of our daily routine but the reading club engages us in thinking more about what we are reading and it’s fun to track how much we are reading.*”

**Pacific Northwest Library Association (PNLA) Conference**

This summer, GVPL’s professional expertise was featured at the Pacific Northwest Library Association (PNLA) held August 4 – August 7. The theme of the PNLA virtual conference was empathy, innovation, and impact with a special focus on library leadership in response to COVID-19. GVPL staff presented three poster sessions this year, including one on our innovative approach to summer reading. In addition, GVPL’s ‘Be a Hummingbird’ programming series and the GVPL librarians’ learning with Lynda.com initiative were presented.

**StoryWalk 2020**

GVPL’s popular StoryWalk program has returned – with adjustments made to ensure safe distancing and contact tracing, etc. The first one took place at the Juan de Fuca branch, on the Garry Oak Oak Trail behind...
the branch on Monday, September 28 as part of GVPL’s Pro-D engagement activities, with more scheduled for October and November. StoryWalk programs are an excellent example of the family literacy support GVPL offers to teachers, students and their families.

**gvpl.ca**
Since March, over 37,000 digital collection items have been added to our virtual branch, with new products such as Niche Academy [https://my.nicheacademy.com/gvpl](https://my.nicheacademy.com/gvpl) added to further enhance the usability of our online resources. Our customer service telephone line has proven to be an invaluable and popular support for new users of our virtual branch, as this patron commented:

*'Being able to talk to a real person was very reassuring, as my technical abilities are limited. Having a library professional who knows what they are doing was fabulous…’*

**Victoria Book Prizes 2020**
GVPL is once again contributing to the City of Victoria Children’s Book Prize and the City of Victoria Butler Book prize annual awards. This year, the event gala will be taking place 7-8:30 p.m. on October 4, via Zoom. It will feature readings from the shortlisted authors along with the announcement of the winners. The program for the evening is available here: [http://victoriabookprizes.ca/wp-content/uploads/2020/09/VBP2020Program.pdf](http://victoriabookprizes.ca/wp-content/uploads/2020/09/VBP2020Program.pdf)

If you are interested in attending and have not already booked your (free) ticket, you can reserve a spot here: [victoriabookprizes.ca](http://victoriabookprizes.ca)

**BC Library Month**

Before the provincial election was called, October was proclaimed as Library Month in British Columbia. The proclamation is available here: [https://www.bclaws.ca/civix/document/id/proclamations/proclamations/LibraryMonthandSchoolLibraryDay2020](https://www.bclaws.ca/civix/document/id/proclamations/proclamations/LibraryMonthandSchoolLibraryDay2020)

While no formal events are scheduled at the Legislature as in past years, GVPL staff will be celebrating this annual recognition with new program initiatives to be introduced in October.

**Union of B.C. Municipalities (UBCM) Resolution**

We were pleased and encouraged to learn that a resolution regarding public library funding was endorsed at the UBCM AGM last week: Resolution EB41 ‘Restoring Sustainable Provincial Library Funding Level”. Here is the full text of the resolution:

> Whereas libraries in British Columbia are largely financed by levies paid by local government, and where Provincial library funding has remained virtually stagnant for the past 30 years;

> And whereas libraries in British Columbia provide open and equal public access to vital resources, including the internet, public computers, digital library tools and in-person service from expert staff to provide opportunities for all British Columbians to access knowledge and information and increase literacy in our communities and present informative programs, including First Nations programs and material which advance public understanding and reconciliation;
Therefore be it resolved that UBCM strongly encourage the Government of British Columbia to give urgent attention to funding for BC public libraries by adding $20 million to the BC Provincial Budget for 2021 for allocation to public libraries throughout BC;

And be it further resolved that the Province be requested to ensure that BC Libraries will henceforth receive Provincial Government financial support at a sustainable level in subsequent years following the 2021 Budget.

Submitted by the Deadline for the Spring Convention of the Association of Association of Kootenay and Boundary Local Governments

UBCM Resolutions Committee recommendation: Endorse

UBCM Resolutions Committee comments:


Conference decision: ENDORSED IN THE “ENDORSED RESOLUTIONS” BLOCK
MEMORANDUM

Date: September 29, 2020

To: GVPL Board of Trustees

From: Maureen Sawa

CC: Planning and Policy Committee

Subject: Public Participation at Electronic Regular Board Meetings

The following recommendation was reviewed at the July 28, 2020 Planning and Policy Committee Meeting:

Background

Due to COVID-19, all regular meetings of the Greater Victoria Public Library (GVPL) board since March 16, 2020 have been via electronic channels. Members of the public are permitted to attend regular board meetings and a method for enabling public participation in electronic regular board meetings is required.

Prior to COVID-19, members of the public attended regular board meetings in-person; formal guidelines and public participation rules of procedure were not in place.

A method for the public to attend an electronic meeting, a process for attending and guidelines for participation need to be developed.

Recommendation:

It is recommended that the board adopt the following process and public participation rules of procedure for electronic regular board meetings:

Process:

Any member of the public wishing to attend a regular meeting of the GVPL board will:

1. Contact the board secretary five days before the electronic meeting with the following:
   - The first name, last name, contact phone number and email address (if available) of the person wishing to attend the meeting
   - The agenda item they will be speaking to (if the attendee wishes to speak on a matter before the board)

2. Abide by the public participation rules of procedure
3. Abide by Policy 1.8 Responsibilities and Conduct of Library Users

Public Participation Rules of Procedure

1. Attendees must pre-register to attend (see 1. above)
2. Members of the public attending the meeting will:
   a. Access the meeting by dialing the phone number and access code provided
   b. Be placed on hold until the board chair indicates it is their turn to speak
   c. Ensure their phone is on mute when they are not speaking
   d. Mute their phone when finished speaking

3. Speakers will be given five minutes to speak

4. Agenda items will be addressed through the chair and answers given likewise. Addressing, debating
   with or responses given by specific trustees will not be permitted.

5. Speakers will:
   a. Use respectful language
   b. Not engage in any form of discrimination
   c. Focus on the issue, situation or behaviour, not the person
   d. Adhere to the decision of the Board Chair in connection with Policy G.3 Board Roles and
      Structure and points of order

For members of the public wishing to speak to a specific agenda item but who are not able to attend an
electronic meeting, comments can be forwarded to the board secretary via email. Comments will be
forwarded to the board chair for inclusion in the meeting agenda.

GVPL is committed to providing a safe, inclusive environment for everyone. Disrespectful, unfair or
discriminatory behaviour is not accepted or tolerated.

Motion:

THAT the public participation at regular board meetings process be approved.
Introduction

The COVID-19 virus has had an unprecedented impact on libraries and the communities we serve. The outbreak remains a serious public health threat.

The purpose of this report is to provide an update on the implementation of GVPL’s COVID-19 service restoration plan and an overview of priorities for the next phase.

In the words of our Board Chair, while it may appear that the reopening of a library facility is straightforward, it is a complex and labour-intensive process. The reopening of all 12 of our physical branch facilities has required extraordinary efforts at all levels. From the initial assessments of the individual locations, to the site specific work required to ensure the safe operation of our facilities for staff and patrons, including new cleaning and sanitization processes, space planning and a myriad of details relating to facilities, communications and staff support (e.g. scheduling adjustments, working remotely protocols, return to the workplace procedures; ) the reinvention of GVPL’s service delivery has necessitated significant adjustments and modifications to ensure the safety of our staff and patrons.

I would like to recognize the outstanding work of GVPL staff to not only ensure the safe and secure reopening of our branch locations, but to provide access to enhanced resources and collections in a whole new way. Special mention must also be made of our municipal partners – the cooperation and assistance of our colleagues to facilitate solutions to matters relating to exterior access points was essential to the success of our phased approach to service restoration.

Implementation of GVPL’s Service Restoration Plan, Phase Two

Phase 2 of GVPL’s service restoration plan will be complete as of October 9. Since we first re-opened the Central branch for limited services on June 30th, nine additional branches have opened their doors with the remaining two (Emily Carr and Goudy) reopening on October 2 and 9 respectively. With all 12 branch locations offering a consistent and reliable service delivery model, patrons across the system have convenient access at their home branch for holds pick-up, curated browsing collections, customer service support and 24/7 return of library materials in a safe and controlled environment. Our service model enables patrons to place a hold on any item, in any format, from our collection of over 650,000 physical items.

The library vending machine at the Langford Heritage Branch remains available 24/7. GVPL’s virtual branch, which has remained open every day since the closure of our library facilities in March (Phase 1 and Phase 2) continues to offer patrons enhanced digital resources and services. There continues to be unprecedented demand for streaming content, ebooks and e-audiobooks.
Our customer service telephone line service ensures that patrons at home have the support they need to fully utilize our services. Staff report that much of the help they provide is to assist patrons in crossing the digital divide so that they can confidently access the many features of the library’s virtual branch as well as access information that they need.

The enhancements and expansion of both our virtual and physical collections as a result of COVID-19 have required significant investment of both financial and staff resources. Working ‘behind the scenes’, staff maintain and support the additional demands on our I.T. infrastructure, develop and curate expanding online and physical collections offered through our virtual branch and ‘baker’s dozen of 12 physical branches and one-of-a-kind on the island library vending machine in Langford.

In addition to the provision of these essential services, GVPL staff have continued to work with community partners to expand our reach. These efforts have been particularly rewarding in the realm of family literacy support. This year’s B.C. Summer Reading Club (SRC) program was retooled to allow young readers to participate virtually. ‘Grab & Go’ tables have been incorporated into every branch opening so that families have access to promotional materials and takeaways to augment the online experience. GVPL staff visited select park locations to further extend opportunities for engagement.

**Next Steps- Phase Three**

Building on the success of the gradual and phased approach to Phase 2, planning for Phase 3 will involve further restoration of services, under enhanced health and safety protocols. The primary consideration in this planning phase remains balancing the safety of library patrons and staff while providing unique and relevant services to our communities. The majority of GVPL’s regular staff have been recalled to work and additional staff will return as operational needs evolve.

Priorities for Phase 3 include:

- Expansion of branch open hours
- Expansion of community partnerships/programming
- Planning for “business as possible”

**Expansion of branch open hours**

As discussed at the September 16th meeting of the Planning & Policy Committee, expanded service hours is the #1 request from our library patrons. Increased open hours will allow for improved access to the holds pick up service, browsing and customer service support. It was agreed by the committee that this is a priority and staff are currently completing an operational plan to support the introduction of expanded service hours in November.

**Expansion of community partnerships/programming**

The focus of Phase 1 & 2 of GVPL’s service restoration plan was to meet transactional needs of our communities: immediate access to online resources (Phase 1); restored access to physical collections (Phase 2) and related customer support.

With our transactional service model solidly in place, we will advance our role as a ‘community connector’. Staff are preparing to celebrate B.C. Library Month in October with an innovative slate of ‘community-inspired’ initiatives and new partnership opportunities.
Planning for "Business as Possible"

Staff have been working extremely hard to respond and adjust to the changing service and operational requirements in the COVID-19 environment. Many staff continue to work remotely, which has necessitated increased resourcing to provide them with the tools and training they need. Pressures on existing infrastructure to maintain both online and onsite support for staff and service delivery have not diminished.

Once all 12 branches are back in service, a full review and assessment of processes during Phase Three can be undertaken so that we can identify how best to support improvements and further restoration of services.

We look forward to the gradual reinstatement of library services that were suspended as a result of the COVID-19 pandemic through the development of plans that are not only flexible and scalable, but safe and secure.

In the meantime, our goal to implement a sustainable service delivery model that can be maintained in the event of a COVID-19 resurgence has been achieved and we look forward to the next phase of development of ‘business as possible’.