



ITEM #300

MINUTES of the Regular meeting of the Coquitlam Public Library Board held on Wednesday, March 28, 2012, in the Board Room, Coquitlam Public Library, 575 Poirier Street, Coquitlam, BC.

Present: Jack Trumley, Chair
Ann Carlsen – Treasurer
Bill Leung - Trustee
Barbara Mitchell – Trustee
Councillor Linda Reimer
Lance Gueck, Vice Chair
Ron Lee, Trustee
John J.J. McCullough – Trustee
Bertha Rojas - Trustee

Also Present: Rhian Piprell, Director
Silvana Harwood, Deputy Director
Sandra Haluk - Administrative Assistant
Belinda Thornton – President, 'Friends of CPL Society'

CALLED TO ORDER

Jack Trumley, Chair called the meeting to order at 6:05 pm

AGENDA ITEM #'S 500a - moved forward

- Item #500a Friends of CPL report by Belinda Thornton
- 'Friends' will be having regular meetings every second Saturday of the month
 - Application for the Coquitlam Foundation Grant re; E-books was submitted
 - Book Lovers Calendars – ordered and expect delivery June/July
 - Citizenship classes next Thursday – 'Friends' are looking at providing a maximum of three volunteers
- Quiz Night: April 13, 2012
- Donations are being received, raffle prizes, food, etc.
 - Plans and organization for the event going well
 - Thank you to the Trustees for your kind donations

AGENDA

Item #200 Approval of Agenda

- #14**
- Moved by Ann Carlsen
 - Seconded by Bertha Rojas

THAT the agenda be received.

carried unanimously

APPROVAL OF MINUTES

Item #300 Approval of the amended Minutes of the February 22, 2012 meeting. Revision in italic - Item #500e: 'Wall murals – As per the Boards request – Councillor Reimer will be looking into the possibilities of wall murals at the 'new' City Centre branch and *will enquire if it might work with the Spirit of Coquitlam Grant.*'

#15 - Moved by Councillor Linda Reimer

Revision approved and signed by Jack Trumley

**THAT the amended minutes of the February 22, 2012 meeting be approved.
carried unanimously**

CONSENT AGENDA

Item #301 Approval of the Consent Agenda

#16 - Moved by Bertha Rojas
- Seconded by Ron Lee

In addition to the Consent Agenda:

Reminder to our 'new' trustees of the upcoming TOP's training sessions on April 14th or May 10th. BCLA 2012 conference, May 10th – 12th in Richmond – early bird registration ends March 30th.

Board budget – Trustees to be aware of expenses and stay within the budget. All board expenses incurred prior to purchase, excluding board meals, to be approved.

#17 - Moved by Barbara Mitchell
- Seconded by Bertha Rojas

**THAT the CPL Board approves the budget board expenses
prior to the expense being incurred, excluding board meeting
meals**

carried unanimously

2012 BCLA Conference in Richmond – It was recommended that Ann Carlsen and Lance Gueck attend the conference and the expense be approved.

#18 - Moved by Bertha Rojas
- Seconded by J.J. McCullough

**THAT the CPL Board approve the expense that Ann Carlsen
and Lance Gueck to attend the 2012 BCLA Conference in
Richmond.**

carried unanimously

Item #302 **Director's Report** – Rhian Piprell
Director's report received.

Overall review of written report:

- New Library:
 - o Ergonomics – Rhian met with City staff and Dan Robinson, Ergonomic Specialist to discuss plans for the new library – provided Dan with input from staff, Dan made ergonomic recommendations based on these and his own plans.
 - o Furnishings – Rhian, Silvana, Brenda, City staff and the architect visited 3 furniture and work place store rooms – were able to make some recommendations & choose colours
 - o Book Sorter – met with the City and Unitech to go over pricing and logistics of a book sorter for the new library
 - o Progress – attended a 'Start-up' meeting with all the trades. Construction of the mezzanine is expected in time for the walk through on April 25th. Completion date is expected for September 15th.

- Programs and Services:
 - o ILS - Working on a few glitches with Polaris that is being resolved quickly. Staff is very excited with the ease and capabilities the new system offers.
 - o E-books – Overdrive will be available on April 1st – exclusive to Coquitlam residents. Patrons will be able to access the site and borrow exclusive titles purchased by us.
 - o Urban Libraries Settlement Agreement – discussions continue on how this money will be used. A strategic planning document to be completed by the end of the month
 - o Heritage – Rhian attended an old 1920's (and onwards) film presentation at Riverview Hospital – discussion afterwards centred on the need to store artifacts from the Riverview museum that is vacating the current premises before the end of May - we were asked if we could assist with some of the storage.

- Finance:
 - o The 2011 audit is complete
 - o We received our funding letter from the City – budget revised using the budget figures given us
 - o With the Canadian and US dollar near par, Rhian has been strategically buying US dollars when most beneficial to pay for materials purchased from US distributors.

- Fundraising:
 - o See Item #401

- Human Resources:
 - o Rhian attended a free seminar offered by our lawyer – 'Managing Your Most Challenging Human Rights Issues'

- Public Relations:
 - o Rhian attended the March 'Friends of CPL' meeting
 - o We have been collecting examples of surveys and have engaged Jamie McCarthy (Friends of CPL, Secretary) our library practicum

student to put together a questionnaire sample and proposal for moving forward.

- We have applied for a BCLA Merit Award for our 'Adult Literacy Tutoring' program and the CLA W Kaye Lamb Award for 'Service to Seniors'

In addition to the report:

Book Sorter – Rhian will be meeting in April to discuss and verify compatibility with our 'RFID's'

Item #302a **Deputy Director's Report** – Silvana Harwood
Deputy Director's report received.

Overall review of written report:

- Polaris: Installation continues with addition of self-check systems and connection for Overdrive e-book access. Public computer access is available; SIP connection is still being worked on. Staff is working on reporting functions of the system – quite powerful. Much to learn – learning continues above what was taught in the basic Polaris training sessions. Developing strategies for best practice that all staff is using. Many of the staff has come forward to say how happy they are with it. We celebrated with cake at both branches for our one month anniversary with Polaris
- Citizenship Classes: Second set of classes begin in April with one additional volunteer teacher
- Silvana attended Fundraising 101 put on by BC SVP (Social Venture Partners). Good presentation with basic information that all organizations should know how to do.
- Decoda: Silvana attended a session on family literacy – plans to participate in a Story Tent program in the TriCities this summer.
- Currently working on Provincial Library Grants report

Item 306 Department Heads Meeting – February 29, 2012
- minutes received

Item #307a InterLINK Board Meeting Summary – February 28, 2012
- summary received

Highlights:

- Executive re-elected
- A number of committee appointments were made, a few remaining committee positions to be filled at the March meeting
- After much discussion, the Board passed a motion to ensure that an InterLINK Teen Reading Club receives a minimum of \$10,000 support for 2012 – previously sponsored by Telus
- Lance reported on the Planning Committee meeting on December 9 and summarized the Strategic Plan Refresh document. After discussion a motion was passed to send the 'Refresh' document back to member boards for comment prior to final approval at the March meeting.

Item #307b InterLINK Meeting Notes – February 28, 2012
- Meeting notes received

Highlights:

- All three Board executive positions were re-elected by acclamation

- InterLINK offices must be vacated by June 30th – looking for a central Burnaby location with a loading dock. InterLINK Board meetings will continue to be held at Metrotown.
- Teen Reading club was originally a federal program with a \$45,000 annual budget. In 2010 the federal government dropped the program, and was suspended to due lack of funding. The AAG recently recommended that InterLINK take this program on. InterLINK applied to Telus for a \$20,000 grant for this year – Telus declined. After much discussion the following motion was passed: *“THAT, as the InterLINK Board supports the continuation of the Teen Reading Club for 2012, it will ensure that whether through corporate funding, the use of InterLINK project reserve funds or a combination thereof, the 2012 Teen Reading Club is funded for an amount not to exceed \$10,000”*
- The InterLINK Strategic Plan Refresh was received and sent to member boards for final approval at the March 27 InterLINK meeting.
- InterLINK website update has begun

Item #401

Committee Meetings: Planning & Development/Fundraising Committee overview:

- CPL Publicist will be putting together a sponsorship/fundraising package for April 21st
- Suggestion that the Friends of CPL name a small room
- Application for \$20,000 sent to the Coquitlam Foundation – waiting to hear back
- Letters have been sent to all of Council re; support with fund raising efforts
- Silvana - meeting with Bob Rennie
- **Suggestion to pull representatives from local service clubs together and do a presentation to solicit sponsorship – Rhian will organize**
- **Public Art Presentation** by Lynda Baker – provided some great ideas. **Lynda will forward Rhian a grant application for possible funding – \$35,000 (multicultural) grant due April 16th. - J.J. and Barbara will help review.**
- **Naming** – clarification still needed from the City before moving forward. Upon clarification this will be the first objective – approach developers, financial institutions, etc.
- Recommendation that a select few work on details and involve the rest of the Board as needed

In addition to the report:

- **Naming** – Upon clarification from the City this will be the first objective – approach developers, financial institutions, etc.
- Bill Leung suggested approaching financial institutions e.g. TD Trust, Coast Capital. **TD Trust is hosting an open house in the wake of a newly renovated branch in the very near future, this may be a good opportunity to make our presence known – Rhian will follow-up with an email.**
- **Donor Plaque** – Bertha suggested silk ‘donor’ banners such as the ones at Vancouver Public Library – **a banner in each branch recognizing the donors. Bertha will send photo to the Board.**
- Rhian is meeting with the architects, Vraj and Linda at City Hall Monday morning to discuss ‘art’ options – artwork in the main hallway is a priority.
- Bill suggested meeting more frequently to give Rhian support and/or direction as needed. **Councillor Reimer will be working closely with Rhian and City staff – Rhian will call meetings as needed and keep everyone informed via emails.**
- Ron asked if we have a target/goal – how much collectively? At this time the Board is unsure due to some costs that have been budgeted. **Rhian has prepared a ‘needs’ list with costs that she will forward via email – with this list developers and other potential donors would be able to donate specific items.**

- Councillor Reimer reminded the Board that the naming of buildings & rooms must be approved by City Council – for acceptability. The naming of furniture does not apply. The donation amount is based on a square footage formula.

Item #402

Audit Committee Meeting - overview presented by Bill Leung

- Present was Rhian Piprell, Jack Trumley, Lance Gueck, Ann Carlsen and Bill Leung – approximately 1 hour conference call with KPMG representatives C.J. James and Jennifer Chung – overall satisfied with reporting.
- Presentation of the 2011 Audit Report – went very well.
- Item for discussion re; Accounts Receivable by Bill Leung – ***The collection of fees as a receivable? KPMG agreed to look at this for next years audit. This is a complex issue that they will investigate further.*** Silvana reported most libraries do not record fines/fees (overdues, lost books) because of waiving the cost of lost books returned and damaged material – tenuous in nature. Lance commented this to be more difficult to report – late fines vs. replacement fees, cost changes; overdue fines report represents ‘at this moment in time’ only. Jack stated that is exactly what a ‘balance sheet’ reports – the balance at this time.

Item #500

Other Meeting Reports:

b) InterLINK Report – by Lance Gueck

- See Item #'s 307a and 307b in Consent Agenda for February 28, 2012 meeting reports
- Detailed report for March 27, 2012 meeting will be in next months board package.
- Final approval of the InterLINK Strategic Plan Refresh – approved at the March 27, 2012 meeting
- New Settlement project is still in the works
- Provincial Library funding rolled into education funding – amount is expected to remain the same.
- Recommendation to invite Jacqueline van Dyk, Director Libraries and Literacy, Ministry of Education BC Public Service to come out some time in the future and speak to the Board.
- Several libraries are reviewing and looking at tools for Director’s performance review. On a side note: Ann Carlsen reported BCLTA is working on a ‘Performance Management Plan’.

c) Council Liaison Report – by Councillor Linda Reimer

- Linda provided pictures of current construction stages that were passed around the table
- Rhian has arranged for Council and the CPL Board to tour the ‘new’ City Centre branch prior to next months regular board meeting. Walk through is scheduled on April 25th at 6:00 pm.
- Building permit was issued March 9th – floor is leveled, floor and walls scanned for HVAC conduits.
- Currently working on ergonomic review of furnishings after mezzanine completion
- The City will be planning the grand public opening of the new City Centre branch with the cooperation of Rhian – Council and Library joint event

ITEMS FOR DISCUSSION AND/OR DECISION

Item #602a CPL Financial Statements - December 31, 2011 prepared by KPMG

Accept the 2011 Financial Statements as prepared by KPMG

- #19**
- Moved by Lance Gueck
 - Seconded by Ann Carlsen

THAT the CPL Board accepts the 2011 Financial Statements as prepared by KPMG

carried unanimously

Item #602b **Governance** – reported by Jack Trumley

Jack met with Greg Needham (City) to discuss the possibility of bringing in someone for a governance session for the Trustees. Rhian and Jack also contacted Ken Haycock (Ken Haycock & Associates) to find out what he can offer. **Jack will follow-up with both parties and request a synopsis for review**

Item #602d **Fines** – reported by Silvana Harwood

Recommend changes to fines:

- Cease fines on all J and JE books. It can be quite difficult for parents and children to take out material with outstanding fines. Fraser Valley Public Library no longer has fines on children's books.
- Have an annual time where patrons must pay their fines. Toronto Public Library at their yearly address check insists that a patron clear their account and pay outstanding fines at this time.
- The new ILS-Polaris has changed the way patrons can re-new items – on-line renewal and overdue items can now be renewed on-line and stop fines from accumulating.

Discussion:

Ron Lee – How collectible are these fines at the year mark? We would streamline the costs and give patrons ample time to see 'new' policy.

Ann Carlsen – If fines were removed from J & JE books – what is the return rate? We believe the rate of return would remain unchanged, material would continue to come in.

J.J. McCullough – From his own personal experience when he was a young child, fines are an important method in teaching children responsibility and discipline, but on the flip side would prevent parents from taking material out for their children

Jack Trumley – What percentage of overdue cost is from children's material? Approximately 10%, however on the flip side, the ceasing of overdue fines on children's books would generate good public relations (PR) and encourage kids to read.

Lance Gueck – Will the patron still be notified of overdue materials and are there a maximum number of items checked out at a given time? Yes, they are sent out several reminders and if books are still not returned an invoice for lost item will be issued. We currently have a 50 item maximum per card.

Bill Leung – If using the self-checkout – how will annual updating be captured? At self-checkout, a pop-up will advise the patron and ask them to go to the checkout desk.

Bill Leung – J & JE books that are already out on patron's cards that are overdue – how would this be handled? We would most likely defer on the side of generosity but will see what other libraries have done.

Polaris is working on a way for patrons to pay on-line. They are currently working on the level of security and we hope to be able to offer this service by the end of the year.

After much discussion the Board would like to cease fines on J and JE books.

- #20** - Moved by Lance Gueck
- Seconded by Ann Carlsen

THAT the CPL Board approves the termination of fines on J and JE books.

carried unanimously

- and -

All fines accrued at the time of annual address check be paid before additional items are borrowed.

- #21** - Moved by Barbara Mitchell
- Seconded by Lance Gueck

THAT all fines accrued at the time of annual address check must be paid before additional items are borrowed, subject to the libraries discretion.

carried unanimously

New Item: BCLTA Survey – reported by Ann Carlsen

Paul Tutch, Chair of BCLTA – meeting discussion item: Performance Management Plan
A survey is expected to go out to Directors April 1st, 2012, all 76 libraries in BC to provide information such as Chief Librarian salaries, benefits, education, car allowance, pay grade steps, etc. All boards will receive the survey for the Director to complete; this will assist in how to proceed as an employer. The survey would be helpful in the hiring process when looking for a Director, compare what other areas are doing, how compensation is determined. Currently working on confidentiality and accessibility issues - information only accessible to board trustees.

ADJOURNMENT

Motion to adjourn – Bill Leung
Meeting was adjourned at 7:50 p.m.

**THE NEXT REGULAR BOARD MEETING
WEDNESDAY, APRIL 25, 2012**

**Meet at the 'New' City Centre branch
1169 Pinetree Way at
6:00 PM for a walk-through
Regular Board meeting to follow at
Glen Pine Pavilion – Green Room
1200 Glen Pine Court
Coquitlam, BC**