



**ITEM #300**

MINUTES of the Regular meeting of the Coquitlam Public Library Board held on Wednesday, May 23, 2012, in the Board Room, Coquitlam Public Library, 575 Poirier Street, Coquitlam, BC.

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

Also Present: Rhian Piprell, Director  
Silvana Harwood, Deputy Director  
Sandra Haluk - Administrative Assistant  
Brent Cormack, City Facilities Manager  
Belinda Thornton – President, Friends of the Library

Absent: Ron Lee – Trustee

**SPECIAL PRESENTATION** – 6:00 pm (15 minute presentation)

Brent Cormack, City Facilities Manager reported on the status of the 'new' City Centre branch. Project is currently on schedule and on budget. Conditional occupancy is expected mid September. The trade negotiations and bargaining are complete and a first inspection is due this week. Upon the inspection approval, dry walling will begin the following week. The mezzanine is well underway and stairs, temporary railings and a top-coat are complete. The flooring, window coverings and most furnishings are ordered. A '5-bin Book Sorter' (capable of expanding to 7 bin) by MK is on order and a 'Mini Sorter' for the book drop is included. Currently working on telephone, data, wi-fi, fibre optics (communication wiring) and the exterior finish of the building. A designated pedestrian book drop area is planned by the reception area and no stopping/parking signage will be posted. A Board walk-through of the premises is planned for June 27<sup>th</sup> unless otherwise noted.

**CALLED TO ORDER**

Jack Trumley, Chair called the meeting to order at 6:15 pm.

## **AGENDA**

- Item #200 Approval of Agenda
- #32** - Moved by Ann Carlsen  
- Seconded by Bill Leung

**THAT the agenda be received.**

**carried unanimously**

## **APPROVAL OF MINUTES**

- Item #300 Approval of the Minutes of the April 25, 2012 meeting.
- #33** - Moved by Barbara Mitchell  
- Seconded Ann Carlsen

**THAT the minutes of the April 25, 2012 meeting be approved.**  
**carried unanimously**

## **CONSENT AGENDA**

- Item #301 Approval of the Consent Agenda
- #34** - Moved by Lance Gueck

- Item #302 **Director's Board and Variance Report** – Rhian Piprell  
Director's report received.  
BCLA notes received.

Overall review of written report:

- *New Library*
  - Checked and confirmed electrical/communication 'drops' and 'outlets' and met with Digitel (current phone provider) to discuss phone needs.
  - Rhian met with Xerox to discuss the 'Expresso Book Machine'
- *Conferences/Meetings*
  - Attended the following: BCLA 2012 Conference, Reading Summit and the Future of Libraries
  - Attended ABC/PLD where Ken Haycock spoke about the value of libraries and Rhian is now the Membership Chair for ABC/PLD
- *Fundraising*
  - Jack and Rhian met with Greg Needham about the naming policy and the Coquitlam Foundation to plan how the naming will progress
  - We will be attending the Coquitlam Foundation's awards ceremony on May 29<sup>th</sup>. The 'Friends' received \$1,500 from the Coquitlam Foundation for e-books through their granting progress.

- *Human Resources*
  - Jocelan Litton, Head of Collection Services has submitted her retirement letter and will be leaving CPL at the end of July.
  - Kerrie Glover presented a 'new' employee information booklet at the Intercultural Forum at Douglas College which was received with compliments from various members of the community. The entire morning was an excellent demonstration of how various agencies and organizations work together in the community welcoming our diverse population into the community.
- *Public Relations*
  - Tri-Cities Champions for Young Children Awards of Excellence was held on the evening of the 17<sup>th</sup> of May whereas both Deborah Duncan (individual finalist) and Rhian Piprell (leadership finalist) were finalist.
  - CPL received a CLA award for our work with seniors. Teresa Rehman submitted an excellent application. We had a celebration attended by Ann Carlsen representing the Trustees, Mayor Stewart, Councillor Linda Reimer and Councillor Neal Nicholson.
  - Revising our questionnaire and incorporating ideas from Jack Trumley, Ron Lee and BCLA.
- *Finance – Variance Report (April)*
  - *Fines and Fees:* are low – data transfer is not complete and until it is we cannot bill members because the details may not be accurate
  - *Book Sales:* are low – we are planning to display them prominently during the months of June and July in hope of increasing sales
  - *Board Expenses:* are high – purchase of BCLA, TOP's training and E-reader for Quiz night.
  - *Insurance* – high – full amount paid for the year in advance
  - *InterLINK Assessment* – high – full amount paid for the year in advance
  - Professional Fees – high – include all of KPMG audit fees
  - Computer Systems Contract – the substantial costs of installing 'Polaris' is paid

Note: Other line items differences between actual and monthly budgets indicate the fluctuations in spending during the year.

In addition to the written:

- 'Tri-Cities Champions for Young Children Awards of Excellence' – Rhian, Silvana, Deborah Duncan, Jack, Barbara and Councillor Reimer attended the event held on May 17<sup>th</sup>, 2012. Both Rhian and Deborah were finalist.

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

Overall review of written report:

- *BCLA*
  - Silvana attended the 2012 BCLA Conference – went to some interesting sessions; digital archives, e-book issues and strategic planning
- *Polaris (ILS)*
  - Conversions of last pieces of data continue.
  - Working out small problems and meeting regularly to discuss issues and work flow
- *Citizenship Classes*
  - Second set of classes is complete.

- Will be talking to our partners to get ideas as to improvements so that students make the most of their time.
- *Statistics*
  - Completed one set of Province re grants and working on Provincial grant statistics.
- *Survey*
  - Continue to work on the Survey with ideas from various seminars, comments, etc. and working to learn the software

Item #306 Department Heads Meeting – April 25, 2012  
 - Department Heads meeting - minutes received

Item #500 Other Meeting Reports:

- a) Friends of CPL – by Belinda Thornton, President
  - Quiz Night raised \$4,051
  - The Coquitlam Foundation awarded \$1,500 to the Friends – Presentation: May 29<sup>th</sup>, 6:30 pm at the Evergreen – Jamie McCarthy will be accepting the cheque on behalf of the Friends.
  - Potential book sale – date to be determined
  - Belinda Thornton is resigning as President of the ‘Friends’ at the end of August 2012. Jamie McCarthy is willing to stand-in for the President of the Friends for 1 year.
  - There is some concern amongst the ‘Friends’ moving forward – questioning if the organization is viable or valued? Is the organization doing what it should or could be doing?
  - Thoughts from the Board: Need to know why and what expectations the ‘Friend’ volunteers have; purpose and commitment. Discuss with members individually and as a group to find out what it is they want/expectations – do they want trustee involvement? Note: Trustees are also Friends and can therefore attend meetings as a Friend not a Trustee; however, we do have a trustee that acts as liaison of the Friends. Suggestions: present a welcoming environment, motivate people and be supportive. Conduct regular meetings with the core executive group then follow-up with the members of upcoming events/issues.
- b) InterLINK Report – by Lance Gueck
  - Next ILL meeting is Tuesday, May 29, 2012
    - ❖ BCLA/BCLTA Conference 2012 – session notes provided by Lance Gueck on the following:
      - a. Getting Together: Libraries in Collaboration
      - b. Greening Your Libraries
      - c. Keynote Address – Speaker: Ingrid Parent (UBC, President of IFLA)
      - d. World Digital Library
  - above session notes received.
- c) BCLTA – by Ann Carlsen
  - 2012 BCLA Conference – Ann Carlsen was elected and now sits on the BCLTA’s Board of Directors. Ann is also on the Human

Resources committee that are currently working on the evaluation process and updating the policy.

- BCLTA has a new committee – Advocacy.
- It is very important for Trustees to attend the BCLA – the Advocacy and Strategic plan sessions were good and very informative.
- *Lance reported:* There were approximately 500 people who attended the conference – 9 to 1 ratio, librarians vs. trustees, low trustee representation. Round table discussion only 30 attended. Lance encourages all trustees to attend – Note: the following 2 years BCLA will be held in Richmond.
- The TOP’s training program has been recently revised – highly recommended for all ‘new’ trustees.
- Ministry of Education, Libraries and Literacy – budget line items education and libraries (once separate) are now blended. The removal of the library line was included in the education line – hidden and easier for cutbacks.
- Per the ‘Discussion Paper’ included on BC Libraries and the 21<sup>st</sup> Century – Developing a Vision for Moving Forward Together - Jacqueline van Dyk welcomes any comments and feedback– very important to be involved in this and suggest we do. ***Rhian will prepare a written response and trustees are encouraged to add their input.***
- Advocacy –from the Board the message sent should be clear and consistent, have a written plan, and be responsible and meaningful.

- d) Council Liaison Report – by Councillor Linda Reimer
- SHARE Food Bank – The City of Coquitlam and Port Coquitlam are conducting a food drive in June 1<sup>st</sup> to the 21<sup>st</sup> to help fill the food bank shelves – the summer months is a very difficult time for many folks. The Library is included in this effort. Last year Port Coquitlam raised 14,000 lbs and Coquitlam raised 4,300 lbs. Cash donations welcome. City Hall is planning an ice-cream fundraiser – date to be confirmed. Please pass this message along to your friends, family and neighbours.

## **ITEMS FOR DISCUSSION AND/OR DECISION**

- Item #601 a) Board Governance
- June 9<sup>th</sup>, 2012 – 9:30 am – 12:00 pm Glen Pine Pavilion
  - Reminder to complete and return ‘A Good Practice Guide for Governance’ survey by June 1<sup>st</sup> to facilitator.

Received invoice from Lighthouse Consultants for the June 9<sup>th</sup> workshop in the amount of \$504.

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

**THAT the CPL Board approves paying Lighthouse Consultants the amount of \$504 for the board governance workshop from the board budget.**

**carried unanimously**

b) Survey – Plan of Action

- Currently still sorting out questions/ideas and working on comments received from Ron Lee.
- The last survey was conducted in 2009 whereas we paid a fair amount to an external consultant to assist us and the result of the survey was not as expected for the value
- Questions that arose: What do we want to find out (both from users and non-users)- what do people want from their libraries, needs, values, what attracts you or would attract you to come to the library. It is very important to be specific and reflect our strategic plan to what it is we want - focus on the key issues.
- We currently have a program survey.
- Suggestions: The Board talk to our library users – open dialogue. Many people are unaware of all that we offer. Talk to friends, family and neighbours – network in our community.
- Attend smaller community groups and discuss what it is we do – inform and network.
- IPSOS Reid Survey (City) – Rhian will be working together with Michelle Hunt in Corporate Services to include 3-4 questions about the library for next year's survey. This survey reaches out to **all** residents of Coquitlam.
- This is a work in progress. ***Rhian will send out a 2<sup>nd</sup> draft of survey plan prior to next meeting for discussion***

Item #602

a) Advocacy – Report from Rhian and Ann

Advocacy for Board Trustees – based on a presentation at the BCLA / BCLTA Conference 2012 document prepared by Ann Carlsen – document received.

- Very important issue – work on a plan and act on it. Message should be consistent, accurate and timely. “Advocacy is a proactive process by which the importance of your library is self evident to other people” by Ann Carlsen.

**#36**

- Moved by Ann Carlsen
- Seconded by Lance Gueck

**That the CPL Board bring forward advocacy and form a 'Sub-Committee Advocacy' group and meet to discuss and plan an advocacy policy.  
carried unanimously**

The Board decided that the advocacy sub-committee be under the Policy Committee, and the members of the Policy Committee will be members of the advocacy sub-committee.

b) Response to Libraries & Literacy Discussion Paper

- Discussion Paper prepared by Jacqueline van Dyk, Director Libraries and Literacy, Ministry of Education – document received.
- Rhian will be preparing a response/feedback on supporting libraries to meet the needs of the community.

Upcoming meetings/events:

- Budget meeting – Rhian will be preparing the 2013 budget and a meeting is scheduled for August 20<sup>th</sup>, 5:30 pm to discuss budget – approval of budget may be conducted via email. If you are able to attend, please do – input is very important. The finance committee members are encouraged to attend.
- 'The Future of Libraries' – all day event. Tuesday, October 23<sup>rd</sup>, Coast Hotel Convention Centre, Langley. Early bird registration deadline July 16<sup>th</sup>, 2012.

## **ADJOURNMENT**

Motion to adjourn – Ann Carlsen  
Meeting was adjourned at 7:40 pm

**THE NEXT REGULAR BOARD MEETING  
WEDNESDAY, JUNE 27, 2012**

**Meet at the 'New' City Centre branch  
1169 Pinetree Way at 5:30 pm  
for a walk-through.**

**Regular Board meeting to follow at  
City Centre Program Room  
Coquitlam Public Library – City Centre Branch  
3001 Burlington Drive, Coquitlam, BC**