



The Mission of the Coquitlam Public Library is to engage its diverse community through creativity, discovery, and knowledge

MINUTES of the Regular Meeting of the Coquitlam Public Library Board held on Wednesday, July 24, 2019 in the Board Room, Coquitlam Public Library, 575 Poirier Street, Coquitlam BC

Present: Erin Adams, Acting Chair (Vice-Chair)
Alice Hale, Chair (by phone)
Matt Djonlic, Trustee
Sandra Hochstein, Trustee
Brian McBride, Trustee
Dave Whelan, Trustee
Steve Leung, Trustee
Chris Wilson, Councillor/Trustee

Also Present: Todd Gnissios, Executive Director
Anthea Goffe, Director Customer Experiences
Lily Vukasovic, Office Manager (minute taker)

Regrets: Julie Fisher, Trustee
Silvana Harwood, Deputy Director & Director Technologies

Guests: None

Observers: J. Silvestrone

CALLED TO ORDER

01 Item Call to Order

Chair Adams called the meeting to order at 5:48 pm

- #01 THAT the meeting be called to order
• Moved by Trustee McBride
• Seconded by Trustee Whelan carried

02 Item Approval of Agenda

- #02 THAT agenda be approved
• Moved by Trustee McBride
• Seconded by Trustee Whelan carried

03 Item Motion to Move In-Camera

- #03 THAT meeting moves in-camera
• Moved by Trustee Hochstein
• Seconded by Trustee Djonlic carried

04 Item In Camera

05 Item J. Silvestrone Presentation Discussion

- #04 Board Chair will contact Silvestrone with Board response
- Moved by Trustee Whelan
 - Seconded by Trustee McBride
- carried

06 Item In-Camera (Board Only):

In camera: 6:23 pm
Out of camera: 6:39 pm

09 Item New Business

10 Item Space Design Proposal – City Centre layout and furniture

Proposal was turnkey, from concept to installation
Due to organizational capacity, lack of expertise, and need to move the project forward recommend a sole source award to this consultant

- #05 THAT Library Board Approves Sole Source – Consultant for Planning and Furniture Selection Services
- Moved by Trustee Whelan
 - Seconded by Trustee Djonlic
- carried

[Trustee Wilson leaves meeting at 6:51 pm]

11 Item Goals & Objectives – Customer Survey, Baseline Outcomes Metrics

G&O include an outcomes measurement, staff conducted a baseline survey as a comparator for future evaluation against
Recognize that there are some issues with the survey but overall is a good starting point
98% satisfaction with the library from survey participants
Areas for improvement in specific service areas

12 Item Goals & Objectives – Staff Survey, Staff Tech Training Needs

Report was received with comments
Implementation of report tasked to incoming Manager CX and Information Services

13 Item Old Business

14 Item Board Retreat

No date in September or October has been set

Approval of Consent Agenda

Items Received

15 Item Documents, Reports, Correspondence:

- 16 Item Customer Comment – Programming
- 17 Item Customer Comment – Library Link
- 19 Item Microsoft Online Bookstore Closure – Impact on licensing
- 20 Item Expense of Ebooks threatens digital library collections
- 21 Item BCLTA Bulletin – June 2019
- 22 Item BCLTA Bulletin – July 2019
- 23 Item CFLA National Indigenous Peoples Day – press release
- 24 Item Tri-Cities Literacy Committee – June Update

25 Item Publications/Newsletters:

26 Item Board Minutes, Committees & Reports:

- 28 Item Action Issue Log
- 29 Item Human Resources Committee, July 3, 2019 (no minutes)

30 Item Other meeting and Representative Reports

- 31 Item Cultural Services Advisory Committee report – July 11, 2019

32 Item Executive Director's Monthly Reports

- 33 Item Monthly Report July 2019
- 34 Item Financials to June 2019
- 37 Item Quarterly Statistics Report, Jan to Jun 2019

- #06 THAT Consent Agenda be Accepted with exception of Items 18, 27, 36
 - Moved by Trustee Whelan
 - Seconded by Acting Chair Adamscarried

- 38 Item City of Coquitlam – Free Wifi at Major Park and Facilities Info Bulletin

- 39 Item Regular Meeting Minutes June 26, 2019

Typo in item 27, reads as 'Regular Meeting Minutes May 29, 2019'
Should read as, 'Regular Meeting Minutes June 26, 2019'

- #07 MOTION to approve minutes as amended
 - Moved by Trustee Djonlic
 - Seconded by Trustee Hochstein

- 40 Item Financial Plan 2020 – updated documents
 - 36.1 Reserves at December 31, 2019
 - 36.2 New Initiative Priorities 2, 3, and 4

Todd referenced New initiatives:

- New quote for Library Link higher than previously expected
- Previous quote focused on cab design and didn't include the chassis
- Plan to fund cost increase internally or through fundraising

Need to be transparent to the city and amend and update the estimate to reflect true cost

41 Item Action items arising from Consent Agenda

none

42 Item Council Report – City Councillor/Trustee – verbal report

No report

43 Item Adjournment

- #08 Motion to adjourn
- Moved by Trustee Whelan
 - Seconded by Trustee Leung

Adjourned at 8:12 pm



Todd Gnissios, Director Secretary to the Board



Alice Hale, Chair Library Board

Date Signed: Nov 15 '19

Date Signed: OCT 23 - 2019