

COMMUNITY ADVISORY GROUP MINUTES

December 1, 2021 | 5:30 – 7:00 pm
Hybrid Meeting: Zoom | Room 127, City Centre Branch

Present: Val
Francesca
Jaemin
Emmett
Andrea
Danica
Tina
Rosanne (minute-taker)

Also Present: Ryan, Director, Services and Facilities
Jay, Manager, Programming and Community Connections
Rachel, Manager, eBranch and Collections

Regrets: Camryn

CALLED TO ORDER

1. Call to Order
 - a. Rosanne called the meeting to order at 5:38 p.m.
2. Introduction of Library staff members
3. Introduction of Community Advisory Group members
4. Icebreaker
5. Overview of Community Advisory Group mission by Ryan
 - a. Overview of Community Advisory Group handbook
 - b. Members shared why they joined the Community Advisory Group.
 - i. The library's response to COVID-19; its position as a community gathering place; the importance of providing early literacy opportunities; the library's essential role in a democratic society; connecting non-library users to the library; connect newcomers to the library and vice versa.
 - c. The Community Advisory Group will act as a focus group for new library programs or services.

- d. Members are encouraged to use their networks to connect people to the library and provide the library with feedback from the community.
6. Customer Charter
 - a. Rachel presented on the development of a new Customer Charter
7. Focus Group – Customer Charter
 - a. Rosanne facilitated a focus group about Customer Charters
8. Community Advisory Group logos
 - a. Three logos presented; general discussion about which logo members prefer.
9. Election of Chair
 - a. THAT election of the chair be tabled until the January meeting
 - Moved by Emmett
 - Seconded by Andrea **carried**
10. Confirm regular meeting schedule and type: hybrid, in-person, or virtual
 - a. THAT regular meetings be held the last Thursday of the month at 6:30 pm via hybrid meeting
 - Moved by Emmett
 - Seconded by Val **carried**

Adjourned at 7.18 pm

Next Regular Community Advisory Group Meeting:

Thursday, January 27, 2021

6:30 pm

Via hybrid meeting