

COMMUNITY ADVISORY GROUP MINUTES

January 27, 2022 | 6:30 – 8:00 pm
Virtual Meeting on Zoom

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

Also Present: Kathy, Manager, Customer Experiences and Information Services

Regrets: none

CALLED TO ORDER

1. Call to Order

- a. Rosanne called the meeting to order at 6.31 PM

2. Approval of Agenda

- a. THAT the agenda be approved as distributed
 - i. Moved by Emmett
 - ii. Seconded by Val

carried

3. Icebreaker Activity

4. Library updates (Rosanne)

5. Unfinished business

- a. Customer Charter draft presentation (Kathy)
 - i. Presentation of the customer charter draft and background
 - ii. Feedback and suggestions from members

[Kathy left at 7:07 pm]

- b. Community Advisory Group logo presentation
 - i. Unanimously approved

c. Community Advisory Group Elections 2022

- i. Rosanne reviewed the process, called for nominations

1. Election of Chair

- Nominations for Chair were called three times:

- Val nominated Emmett
 - No further nominations received
 - Nomination accepted by Emmett
 - 2. Emmett acclaimed as Chair of the Community Advisory Group for 2022
 - 3. Election of Vice-Chair
 - Nominations for Vice-Chair were called three times
 - Tina nominated Camryn
 - Andrea nominated herself for Vice-Chair
 - Nomination declined by Camryn
 - No further nominations received
 - 4. Andrea acclaimed as Vice-Chair of the Community Advisory Group for 2022
6. New business
- a. New Community Advisory Group member nomination
 - i. Unanimously approved
 - b. Recruitment sub-committee
 - i. THAT recruitment sub-committee formation be tabled until the February meeting
 - 1. Moved by Rosanne
 - 2. Seconded by Emmett **carried**
 - c. Community Advisory Group goals in 2022
 - i. Compile recommendations from the community for the Library to review.
 - ii. Identify Coquitlam's diverse communities
 - iii. Strategically recruit new members from Coquitlam's diverse communities
 - iv. Enable community members to easily share Library resources with their friends, family, and community
 - v. Encourage intergenerational programs and activities in the Library
 - vi. Increase ease of access for the Library's digital resources
 - vii. Add interactive elements to the children's area(s). Create a welcoming environment that encourages people to visit the Library for longer periods of time.
 - viii. Promote the Home Delivery service
 - ix. Promote Library services to young adults, specifically digital services and 'third spaces' i.e. study spaces, programs and events.
 - x. Identify and promote library services that are underused
 - xi. Focus on external promotion, outside of the library walls

Action Items:

- Rosanne to confirm the Community Advisory Group's autonomy in setting its own goals
- Rosanne to share Coquitlam Public Library's Strategic Plan with all members



City Centre Branch
1169 Pinetree Way

Poirier Branch
575 Poirier Street

- Rosanne to distribute members contact information to all members

Adjourned at 8:07 p.m.

Next Regular Community Advisory Group Meeting
February 24, 2022, 6:30 – 8:00 pm
Hybrid meeting: Zoom | City Centre Board Room