

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, June 22, 2016
City of Langley Library
 20399 Douglas Crescent, Langley BC V3A 4B3

Please meet in the City of Langley Library for tour before meeting convenes.

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|-------|--|--|
| 1.00 | CALL TO ORDER | Mayor John Van Laerhoven, Chair |
| 2.00 | APPROVAL OF CONSENT AGENDA
<i>Motion</i> | THAT the Consent Agenda be approved as circulated. |
| p. 3 | 2.011 Minutes | Enclosure:
◆ May 25, 2016 Meeting Minutes |
| p. 7 | 2.012 Overview of Library Activities | Enclosure:
◆ Library Reports |
| p. 22 | 2.013 Correspondence | Enclosure:
◆ Invitation from President of Association of Parliamentary Libraries in Canada |
| 3.00 | APPROVAL OF AGENDA
<i>Motion</i> | THAT the Agenda be approved as circulated. |
| 4.00 | PRESENTATIONS | |
| 4.01 | Strategic Planning Update | Scott Hargrove, Chief Executive Officer, and Ken Roberts, Consultant |
| | | THAT the Strategic Planning Update be received. |
| p. 23 | | Enclosure:
◆ Five Potential Themes (Draft) |

REGULAR MEETING OF THE FVRL BOARD: Agenda

June 22, 2016

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5.00 NEW BUSINESS

5.01 **Proposed 2017 Annual Plan** Scott Hargrove, Chief Executive Officer
Motion
THAT the proposed 2017 Annual Plan be approved.

p. 24

Enclosure:

- ◆ Proposed 2017 Annual Plan

5.02 **Tree Removal at Administrative Centre** Scott Hargrove, Chief Executive Officer
Motion

THAT the evergreen trees at the edge of the parking lot at FVRL's Administrative Centre be removed once authorization has been received from the City of Abbotsford.

p. 25

Enclosure:

- ◆ Tree Removal at FVRL Administrative Centre

5.03 **Chief Executive Officer's Mid-Year Report** Scott Hargrove, Chief Executive Officer
Motion

THAT the Chief Executive Officer's Mid-Year Report be received.

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Enclosure:

- ◆ Chief Executive Officer's Mid-Year Report

6.00 OTHER BUSINESS

7.00 AROUND THE TABLE

8.00 QUESTIONS

9.00 **MOVE TO *IN CAMERA* SESSION** **THAT** the Board move to *In Camera* session.
Motion

10.00 **NEXT MEETING**
Information

The FVRL Board will meet next for its next meeting:

Wednesday, September 21, 2016 – 9:00 am
FVRL Administrative Centre
34589 DeLair Road, Abbotsford, BC V2S 5Y1

11.00 **ADJOURNMENT** **THAT** the meeting of FVRL Board be adjourned.
Motion

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, May 25, 2016

**Ramada Plaza Conference Centre
36035 North Parallel Road, Abbotsford, BC V3G 2C6**

Attendees from the Board

Mayor John Van Laerhoven, District of Kent (Chair)
Councillor Petrina Arnason, Township of Langley
Councillor Les Barkman, City of Abbotsford
Councillor Corisa Bell, City of Maple Ridge
Director Bill Dickey, Fraser Valley Regional District
Councillor Bill Dingwall, City of Pitt Meadows
Councillor Laura Dupont, City of Port Coquitlam
Councillor Heather King, Corporation of Delta
Councillor Megan Knight, City of White Rock
Councillor Gayle Martin, City of Langley
Councillor Sonja Reyerse, Village of Harrison Hot Springs
Councillor Chuck Stam, City of Chilliwack
Councillor Jenny Stevens, District of Mission

Regrets

Director Maria Harris, Metro Vancouver
Mayor Wilf Vicktor, District of Hope

Attendees from Staff

Scott Hargrove, Chief Executive Officer
Nancy Gomerich, Director of Finance
Cathy Wurtz, Director of Organizational Development
Irene Geng, Office of the CEO | Donor Relations
Emily Duquette, Marketing Coordinator
Brad Fenrick, Manager of Information Technology
Nicole Glentworth, Library Manager—Chilliwack & Upper Fraser Valley
Shawna Kristin, Manager—Maple Ridge & Pitt Meadows
Devan Mitchell, Deputy Manager of Information Technology and Finance
Courtney Novotny, Manager—Mission Library & Outreach Services
Hilary Russell, Library Manager—Abbotsford
David Thiessen, Library Manager—Township of Langley & White Rock

CUPE Local 1698

Laurie Dyck

Guests for Farewell Presentation

Sharyle Peters
Holly Humphreys
Carol Logan
Diane Shumyla
Jennifer Warren
Cathy Watson

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1.00 CALL TO ORDER

Mayor John Van Laerhoven, Board chair, called the regular meeting of the Fraser Valley Regional Library Board to order, following the *in camera meeting*, at 9:35 am.

2.00 APPROVAL OF CONSENT AGENDA

It was **MOVED** Councillor Stam, **SECONDED** Councillor Knight, **THAT** the consent agenda be approved as circulated.

CARRIED

16.05.25/01

Consent Agenda Approved

3.00 APPROVAL OF AGENDA

It was **MOVED** Councillor Bell, **SECONDED** Councillor Barkman, **THAT** the agenda be approved.

CARRIED

16.05.25/02

Agenda Approved

4.00 PRESENTATIONS

4.01 Farewell to Sharyle Peters, Senior Human Resources Advisor

On behalf of FVRL, Chief Executive Officer Scott Hargrove paid tribute to Sharyle Peters, Senior Human Resources Advisor, who was retiring that day after 14 years of service to FVRL. He presented her with a bouquet of flowers and tokens of appreciation for her years of service. Everyone joined in an enthusiastic round of applause of congratulations and thanks.

4.02 Understanding FVRL Administrative Centre

Chief Executive Officer Scott Hargrove led the Board on a tour of FVRL's Administrative Centre to showcase the operational efficiencies and magnitude of the work accomplished for FVRL members by being part of this regional library system.

5.00 NEW BUSINESS

5.01 2015 Actuarial Valuation Report: Financial Implications and Options for Post-Employment Benefits and Compensated Absences

Nancy Gomerich, Director of Finance, reviewed highlights of the 2015 actuarial valuation report and responded to questions.

It was **MOVED** Councillor Martin, **SECONDED** Councillor King:

THAT Employee Future Benefit costs be funded when earned; and

THAT future Employee Future Benefit expenses be shared equally across all employees, based on budgeted salary expenses; and

THAT the funding shortfall in the Annual Employee Future Benefit Expense be fully funded in the 2017 budget; and

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THAT the Unfunded Future Benefits Liability (i.e. about \$2M) be funded over ten years, with one tenth (1/10) of the liability being funded in each year; and **THAT** the Unfunded Future Benefit Liability annual one tenth (1/10) funding be sourced from the respective member's Municipal Surplus Reserve, sufficient balance permitting, and then by an increase in their annual Member Assessment, as required.

CARRIED

16.05.25/03

Actuarial Valuation Report Funding

5.02 **2017 Budget Process**

Nancy Gomerich, Director of Finance, presented an overview of the 2017 budget process, planned budget improvements, FVRL's financial position, and financial sustainability needed to achieve FVRL goals.

It was **MOVED** Councillor Knight, **SECONDED** Councillor Barkman, **THAT** the 2017 Budget Overview report be received for information.

CARRIED

16.05.25/04

2017 Budget Overview Report Received

6.00 **OTHER BUSINESS**

There was no other business.

7.00 **AROUND THE TABLE**

Councillor King recounted a conversation in which a community agency worker in Delta extolled the profound value of the library to people who are struggling.

Councillor Reyerse was pleased to announce that the 50/50 proceeds collected at the recent Business Excellence Awards were donated to fund the summer reading club.

Councillor Arnason reported on the BC Library Trustees Association conference she attended on behalf of FVRL.

Councillor Dingwall highlighted the implementation of the integrated service experience at Pitt Meadows Library, the Friends of the Library book sale that raised \$700, and the effectiveness of the Paws For Stories program for youngsters. He welcomed Shawna Kristin back from her maternity leave to her role as Library Manager and expressed appreciation to Jo-Ann Sleiman, who served as Acting Deputy Library Manager during that time.

Councillor Dupont offered kudos to Terry Fox Library for its high standards in extending a compassionate, community-based approach to adults with development disabilities through the Terrific Tuesdays program.

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Councillor Knight noted that White Rock Library has been a haven for residents impacted by the recent apartment building fire that displaced 110 people.

Councillor Martin stated that library usage has increased since the opening of the Timms Centre and the renovation of the City of Langley Library.

Councillor Bell also extended a “Welcome back!” to Library Manager Shawna Kristin along with congratulations on the birth of her daughter. She thanked CEO Scott Hargrove and Heather Scoular, Director of Customer Experience, for their well received presentations at the recent Lower Mainland Local Government Association conference.

Mayor Van Laerhoven recognized the passing of Dave Denault, Tour Manager for FVRL’s *Library Live and On Tour* and noted that FVRL is receiving donations in his memory. He reiterated that Scott Hargrove’s LMLGA presentation was a hit at the conference. He commended Agassiz Library and Friends of the Library for the recent Quiz Night event, which attracted great community participation and prizes, then asked CUPE president Laurie Dyck to stand to acknowledge her Quiz Night fame as a “Know It All.” He concluded with praise for the Reading Link Challenge program that brought great delight and learning to the participating students, as well as the audience.

8.00 NEXT MEETING

The next meeting of the FVRL Board will be:

Wednesday, June 22, 2016 – 9:00 am
City of Langley Library–Ardron Room
20399 Douglas Crescent, Langley BC V3A 4B3

9.00 ADJOURNMENT

It was **MOVED** Councillor King, **SECONDED** Councillor Reyerse, **THAT** the meeting of the FVRL Board be adjourned.

CARRIED
16.04.27/07
Adjournment

The meeting adjourned at 11:35 am

Abbotsford Libraries

By Hilary Russell, Library Manager
Meeting of June 22, 2016

BUILDING RESILIENCE? CHECK OUT THE LIBRARY!

We hear a lot these days about “resilience,” or the ability to bounce back after difficult, stressful, or traumatic events in our lives. Our modern lives are complex and the ability to maintain our equilibrium is key to being able to cope, but how can we find ways to help ourselves become more resilient?

Enter the library! No, really – enter the library. Several factors listed on the American Psychological Association website that help us as individuals to maintain and create balance and surmount the stresses of our lives can be easily found at your local FVRL Library.

Take Care of Your Health: FVRL and the Abbotsford libraries offer books and other materials, as well as many free programs on many topics relating to mental and physical health. A recent program at the Clearbrook Library entitled, *Taking Charge of Your Arthritis* had over 50 attendees.

Learn About Yourself: Some people find meditation or spiritual practice or learning about their own psychology to be helpful in understanding how or why we respond in certain ways to setbacks or stress. The library is full of excellent free resources – both books and programs - that can be a wonderful place to start those explorations.

Stay Connected: The Abbotsford libraries create spaces and experiences where community members can interact in positive ways. From large community events to weekly Storytimes or simply as spaces where a person can sit and be with others, libraries feel like safe, comfortable places where one can be connected to others in the community. Free Internet expands that connection. A recent story from a staff member related how a library customer, currently down on his luck, was able to get assistance from library staff in order to start up an email account and make contact with family members with whom he had lost touch. The man was overjoyed to be reconnected and simply had not had the resources or the know-how to have done it on his own.

The Abbotsford libraries, as members of FVRL, understand how important resilience is to individuals and our communities. By offering programs, services and collections that help people of all ages learn new skills, gain information, have positive social experiences and connect with others, we help Abbotsford support the resilience of people in our community and make it a vibrant and healthy place to live.

Agassiz Library

By Nicole Glentworth, Library Manager
Meeting of June 22, 2016

THE LIBRARY IS WHERE THINGS HAPPEN

The community looks to the library more and more as a place to go to do things that were traditionally not found in a library as well as a place to get information. In a small rural town that is a half hour from the closest city centre, having activities close by is important to local residents because many of them are seniors who don't like to drive far, or parents who are ever conscious of their family's budget.

Quiz Night: During May the Agassiz Library held its annual Quiz Night which brought people together to socialize in their home town and raise some funds for their local library at the same time. The Friends of the Library group helps to make this happen. This year was another year where the library was packed with eager quiz night followers and bursting with prizes donated by local businesses which were used as fundraisers.

Children's Illustrator: The children's illustrator Graham Ross with Canada Book Week visited the library and a local class attended his session and was able to do their own illustrations with Graham's guidance and inspiration. The library is more than just reading books to the children, it is also about creating books.

Seniors Publishing Group: The Seniors Publishing Group, a New Horizons project that has recently been established in town is using the library as a meeting place and resource for their program. This allows the participants to see what the library has to offer and gives the staff the opportunity to network with another community group from Agassiz.

Makerspace: The library hosted a Makerspace with the Ranger Station Art Gallery. It was extremely popular as locals had the opportunity to see local Artist in Residence Ann Steves work on her fabric art and sign their names to her piece. This piece of history will live on and be displayed at a later date.

As communities look towards more local sustainability and better economic access to services in the community, the library has a vital role as a place to go and offers things to do for all ages.

Boston Bar and Yale

**By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of June 22, 2016**

CLUBS ARE A HIT IN THE FRASER CASCADE AREA

The libraries at Yale and Boston Bar garner interest in various hobbies of the residents in these two communities. With the avid gardeners in the area, garden clubs are born where residents gather and trades secrets, create garden crafts, and share plants while meeting in the library. This enthusiasm is further seen through the hard work of the residents as the staff and students from the school in Boston Bar are revamping the greenhouse and the perimeter of the building, making the library more appealing for those who may be driving past the library. The Yale residents are also jumping on the bandwagon and are beautifying the area in front of the Yale Library as well.

The traditional book club is still popular in Boston Bar where members enjoy meeting at the library to discuss the plots and ins and outs of various books while enjoying socializing with friends. The club gives residents an opportunity to read and explore titles in genres that they probably would not have read if they came across them on the shelves.

Chilliwack Libraries

By Nicole Glentworth, Library Manager
Meeting of June 22, 2015

CHILLIWACK WELCOMES NEWCOMERS TO THE LIBRARY

The Chilliwack Library, in partnership with Chilliwack Community Services, conducted library tours for seven groups of newcomers to the Chilliwack community.

Through the Chilliwack Newcomers Connection, library staff hosted a tour of the library and promoted the services offered to the public for Syrian refugees. There were fifteen refugees and two instructors. All received library cards.

There were also six tours for newcomers to BC who are learning English. This totaled eighty-eight adults and sixteen children. These tours accommodated a wide variety of English levels from Level 1 English (using pictures/actions, speak very slowly, most can follow simple instructions, students will not say much, hands-on learning is proven to be best) through to Level 5/6 English (very competent in understanding, speaking and writing English, and are confident in carrying on a conversation).

This promotion of the library to newcomers was made possible through our library staff attending and participating in *Sharing is Caring*, sponsored by Chilliwack Newcomers Connection. Through *Sharing is Caring*, staff was able to meet with refugee sponsors and community support group members to promote library resources to this group. The group felt more comfortable in using the library because participants came as a part of a group, they received personalized service for their needs, and have established some friendships with staff so that they feel at home when they visit the library.

Hope Library

By Nicole Glentworth, Library Manager
Meeting of June 22, 2016

IT'S ALL ABOUT THE CHILDREN

Children's Illustrator: For Children's Book Week, the library was integral in applying for and receiving a grant to have illustrator Graham Ross, an Ontario illustrator, visit Grade 3 and 4 children at Silver Creek Elementary. Mr. Ross was an engaging and interesting speaker, keeping the children interested, happy and engaged. The program benefited from being in the familiar surroundings of the children where they felt comfortable and their creative juices were flowing. Total success!

Visiting the Little Ones: Library staff visited two local daycares in the month – Hope Preschool and Daycare and Silvercreek Daycare. They were met by eager youngsters who always wait anxiously to see what staff brings with them for circle Storytimes. As usual, Little Reader's Theatre was hosted by the library for the young ones to explore their inner performer in a theatre setting.

Mrs. Williams' Class Visit: Mrs. Williams, a well known elementary school teacher brought her entire class to the library during their lunchtime and the children had the opportunity to enjoy a story while eating their lunch. The children are very enthusiastic and are spurred on by Mrs. Williams, who was the previous president of the Friends of the Hope Library and a true advocate for the library in the community.

City of Langley Library

**By Kimberley Constable, Acting Deputy Library Manager
Meeting of June 22, 2016**

The City of Langley Library strives to offer events and services that appeal to and benefit people from all walks and stages of life in our communities.

Seniors

Staff attended the recent Seniors Lifestyle Expo at the Timms Community Centre. The Expo was a wonderful opportunity for local seniors to learn about what's available to them in the community. At the library's table, seniors heard about the many ways in which the library can enhance their quality of life, including access to materials as well as opportunities for learning and social connection. The Friends of the Library were also on hand to speak to people about opportunities for getting involved with their group.

Families

Almost one hundred people gathered at the library on June 3 to take part in the launch event for The Butterfly Project. The event included information about the lifecycle of butterflies, as well as a butterfly themed Storytime and craft. At this event, people viewed the 36 larvae, and over the past couple of weeks, customers have been able to witness these painted ladies gradually transform into caterpillars, and then move into the chrysalis phase. The library expects a large crowd at the final event on June 24 at Douglas Park, where the fully formed butterflies will be released into the wild!

Newcomers

The NewToBC project has been very successful in many local communities. This program trains and supports immigrants to be Library Champions who go into their communities and reach newcomers with information about what the local library has to offer. City of Langley Library staff is currently exploring an opportunity to launch this very meaningful program in our community this fall.

Township of Langley Libraries

**By David Thiessen, Library Manager
Meeting of June 22, 2016**

Township School a Reading Link Challenge Winner

The Reading Link Challenge (RLC), a province-wide program for students in grades 4 and 5 that promotes the "sport of reading," wrapped up its annual program. The Reading Link Challenge promotes love of reading, develops literacy, and facilitates teambuilding skills. It also provides an opportunity for healthy competition, beginning at the local school level, moving to the community level, and culminating at the regional level.

Twelve Township of Langley schools participated in the Challenge this year, and Langley Christian School came in second place not only at the FVRL Community Challenge but also, as one of only two FVRL teams at the Regional Grand Challenge final, came in second overall in the final as well.

Reading Buddies Grows

Reading Buddies, a Township libraries collaboration with the Langley Literacy Network, also wrapped up another eight-week session. Little Buddies gain reading skills and confidence through practicing reading with a Big Buddy one hour a week. Teen Big Buddies have the opportunity to gain experience in selecting materials and facilitating reading practice with younger readers as well as earn Community Service credit hours for school. The program grew this session from 37 to 48 participants.

Along with our Storytimes and other literacy-based programs, Reading Buddies and Reading Link Challenge provide literacy support, role-modeling, and a broadening of the traditional learning environment for children, parents, caregivers, and educators. In the process, these programs contribute greatly to many other successful community-building efforts throughout the Township of Langley.

Maple Ridge Public Library

By Shawna Kristin, Library Manager
Meeting of June 22, 2016

SPRING SCHOOL CONNECTIONS

Maple Ridge Public Library seeks partnerships that maximize our potential to serve our customers and communities. Our longstanding partnership with School District 42 (SD42) benefits not only the schools and library, but also the community as a whole. Over the years, library staff has developed effective ways of promoting library services and programs to teachers, school children, and their families. Staff also continues to find new and creative ways to grow this partnership.

Every spring, at local elementary school *Welcome to Kindergarten* programs, library staff gives presentations to children, parents, and caregivers on the importance of reading for Kindergarten readiness. This year over 400 people connected with library staff at eight events. Also, nearly 3,000 students heard about Summer Reading Club when library staff made their annual visits to local schools to promote students' participation. Summer Reading Club encourages regular reading habits and visits to the library over the summer months.

Throughout the year, library staff frequently visits *StrongStart* centres, presenting Storytimes and sharing information about the library to parents, caregivers, and children from birth to preschool. These visits offer staff a chance to connect with many families that might not already be regular library users and share information on our services and programs.

Library staff also took the opportunity to join those involved with SD42's *Ready, Set, Learn* early learning program at the ACT Arts Centre, to present a Storytime and educate parents and caregivers about the library/school partnership and the role the library can play in their child's education.

Have Books Will Travel is a popular book program initiated years ago at Maple Ridge Public Library. In this program library staff visit Grades 4-7 classes to introduce students and their teachers to the latest in children's writing. Their lively presentations always result in ongoing demand for the presented titles.

This spring, library staff went outside the library speaking to teachers about library services and collections at SD42 literacy meetings and curriculum days.

Staff also host many school visits to the library, presenting tours to all ages.

Over 100 people attended the first ever Korean Culture Day hosted in partnership with the OSS Academy. Attendees marveled at the authentic Korean decorations, enjoyed traditional crafts and foods, and learned more about services offered at Maple Ridge Public Library.

The partnership that has been established in Maple Ridge between the library and the school district benefits not only both parties, but also the community as a whole, by increasing literacy levels and building community engagement.

Mission Library

By Courtney Novotny, Library Manager
Meeting of June 22, 2016

Summer Reading Club Has Arrived!

Mission Library staff has been busy promoting the 2016 Summer Reading Club. Every year, Mission staff perform their *Morris and Boris* skit for hundreds of children at schools around the District, capturing their attention and sparking their interest in the Summer Reading Club. Summer Reading Club is also promoted at regular library Storytimes and outreach events, including a special Farmer's Market Storytime and the annual Mission Children's Festival. Staff is looking forward to seeing hundreds of customers sign up for the Summer Reading Club and complete the program over the summer months.



Mission staff member, Laurel Bieber, dressed up as fan favourite, Morris the Moose.

Welcoming Newcomers at the Library

Mission Library staff has been greeting newcomers, including Syrian refugees, as they make their way to the library and get to know their new communities. In addition, staff has been working directly with local service providers, including Mission Community Services Society, the Local Immigration Partnership, Mission Literacy in Motion and local volunteers who are working directly with the newcomers.

One English language tutor working with some young Syrian refugees came to the library looking for language learning resources to help with her tutoring. Staff gave the tutor a full tour of the library, showcasing resources to help both the tutor and the newcomers, including the collection of Arabic books, adult learning materials, audiovisual materials, books about Canadian culture, and the Mango Languages database. The tour concluded with information about the Summer Reading Club, which the newcomers were invited to join as a way to improve their English reading and writing skills, as well as to feel part of their new home.

Storytime Inspires Reading

Recently, a Mission customer reported to library staff that she has been bringing her three-year-old granddaughter to Storytime and that she believes their attendance at Storytime has changed her granddaughter's interest in books and reading. Before they began attending Storytimes, the granddaughter was completely uninterested in books and would never pick up a book on her own. After several weeks of attending Storytime, the granddaughter has begun pulling books off of library shelves and asking her Grandma to read them to her.

Pitt Meadows Public Library

**By Shawna Kristin, Library Manager
Meeting of June 22, 2016**

CONNECTING WITH THE COMMUNITY

Pitt Meadows Public Library kicked off June by getting out into the community to celebrate Pitt Meadows Day. Library staff joined the community in celebrating 75 years of Pitt Meadows Day Celebrations. Community events like Pitt Meadows Day give staff the opportunity to get outside the walls of the library and connect with the community.

Staff set up the Pitt Meadows Public Library tent in Harris Park alongside other community organizations, businesses, and service groups. It was a busy and sizzling hot day. The tent received a lot of traffic, allowing staff to reach a wide selection of community members in a very short period of time. Staff engaged with current library customers and connected with hundreds of people who might otherwise be unfamiliar with the services Pitt Meadows Public Library has to offer.

Staff shared information about the variety of services and events offered at Pitt Meadows Public Library. Even with ongoing promotion, staff still encounter people who do not have the library “on their radar” and those who do not realize all that the library has to offer. Staff took the time to answer all sorts of questions about the library, and enjoyed showing off parts of our collection that attendees did not know existed. People were excited to learn about audiobooks they can listen to on summer road trips and online movies they can stream to wind down a summer evening.

People of all ages signed up for Summer Reading Club. In total, staff signed up over 100 people. One family in particular went out of their way to sign up. The mother came by the tent reporting that her son had been talking non-stop about signing up for Summer Reading Club and asking if staff would be signing people up. Staff assured the mother that we were indeed signing people up. The mother was thrilled with the news, and shared that she would return with the whole family. When they came back she asked her son to tell staff what he wanted to do. He responded very enthusiastically: “I want to join the Summer Reading Club!!” Staff not only signed him up, but the rest of his family, too.

Others stopped by the tent just to mention how much they love the library.

Staff value and celebrate diversity, and community events allow us to reach a wide selection of customers and potential customers.

Port Coquitlam Library

**By Kimberley Constable, Acting Deputy Library Manager
Meeting of June 22, 2016**

Port Coquitlam is a very active community. Residents have a wide range of interests and the Terry Fox Library is keen to get involved in new partnerships and programs that speak to these interests.

Art

In January, the Terry Fox Library began offering a weekly Adult Colouring Club. This program has proved to be exceptionally popular because it offers adults a low pressure opportunity to be creative and social at the same time. The Adult Colouring Club recently wrapped up for the summer, and several regular attendees took the time to submit feedback thanking the library for offering the program and stressing how important it is to them that the Club starts back up again in the fall. The Terry Fox Library is, of course, very happy to oblige!

Music

Recently the Terry Fox Library started an exciting new program called the Ukulele Jam. The Jam has drawn people of all ages and abilities for a monthly casual musical gathering. At the end of the first Jam, several happy participants approached the librarian to confirm that it was indeed going to be running every month!

Sports

This summer, Port Coquitlam will be hosting their very first Grand Prix bicycle race! The library is thrilled to be partnering with City staff as an active participant in the Kids Zone, as well heavily promoting this extremely exciting event to library customers.

White Rock Library

By David Thiessen, Library Manager
Meeting of June 22, 2016

SFU Philosophers' Café at White Rock Library

The SFU Philosophers' Cafés are a series of informal public discussions in libraries, cafés and restaurants held around parts of Metro Vancouver. Moderators host informal public discussions on various topics from environmental issues to homegrown terrorists to the separation of church and state.

The café, open to everyone regardless of age, have brought dialogue and discussion to hundreds of people at the White Rock Library over the past decade, who are interested in exploring issues and ideas of all kinds.

Our White Rock Library moderator, Charles Marxer, has a master's degree in philosophy, has taught at Douglas College and Kwantlen University, and has served as the moderator for the White Rock Philosophers' Café for the past 10 years.

This past March Marxer held a session on Canada's protection of Freedom of Speech. (While Freedom of belief and thought is protected in Canada in an absolute way, freedom of speech is not). This was discussed and debated.

Other topics recently discussed at the White Rock Library include, "Does Mathematics Have a Role in Developing Better Social and Public Policy?" and "The Impact of Science and Technology on Our Lives: Ever Higher Living Standards?"

Discussions that emerge from these sessions enrich the social and cultural fabric of the community. They offer opportunities for intellectual engagement and ongoing life-long learning to residents of all ages.

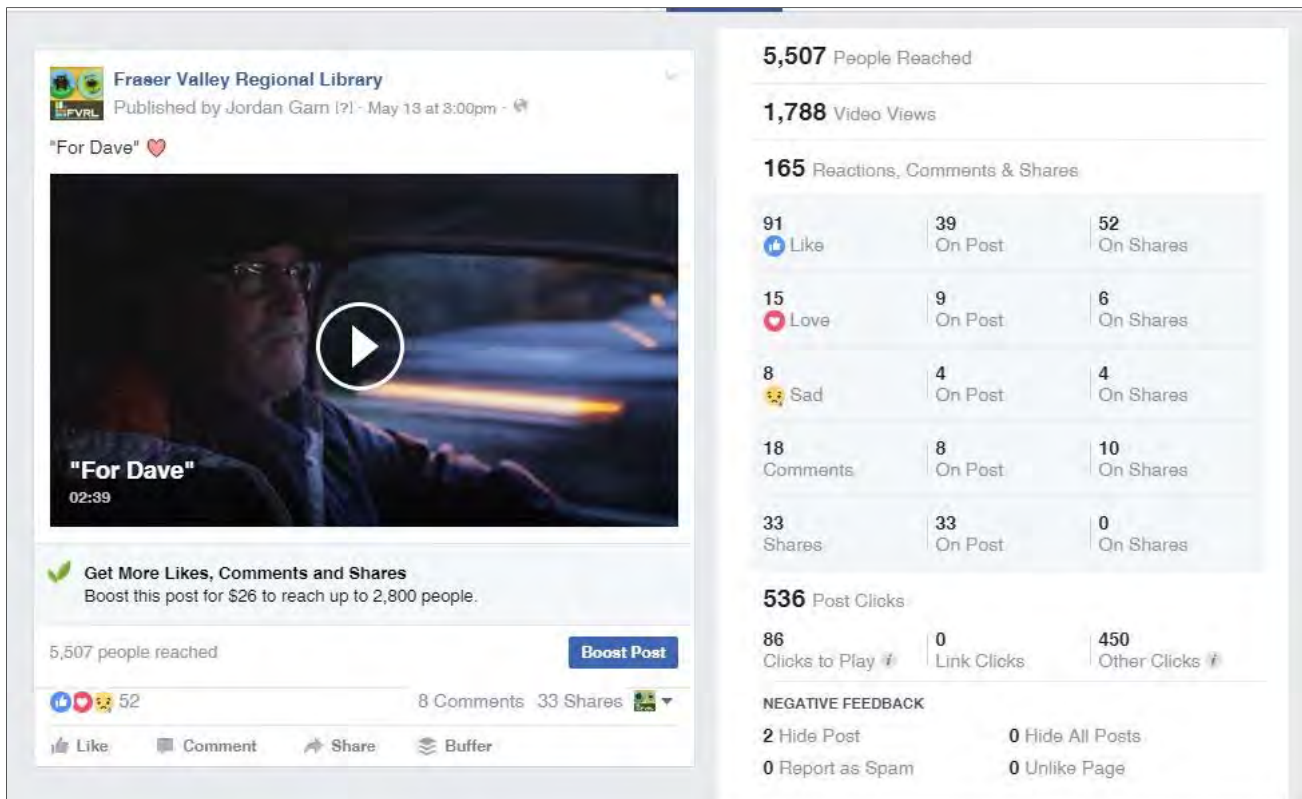
Library Live and On Tour

By Courtney Novotny, Library Manager
Meeting of June 22, 2016

Social Media Engagement

FVRL's *Library Live and On Tour* service recently completed a video project to promote the service via social media. Since being posted on FVRL's Facebook page, it has reached over 5,500 people and almost 1,800 have viewed it. The infographic below showcases the participatory environment of FVRL's Facebook page and details the various levels of customer engagement with the video, including the number of likes, shares, comments and clicks. This reach demonstrates the emotional response and engagement with FVRL's social media postings and highlights the work of our Marketing and Communications team to promote both local and system-wide initiatives.

The video was created by filmmaker, Aaron Denault, and posted as a tribute to the late Tour Manager, Dave Denault. The video highlights the excellent work Dave did with *Library Live and On Tour*, as well as showcasing and promoting the service, showing customers and community agencies what they can expect from Fraser Valley Regional Library.





June 6, 2016

Scott Hargrove
Chief Executive Officer
Fraser Valley Regional Library
scott.hargrove@fvrl.bc.ca
VIA EMAIL

Dear Mr. Hargrove:

As President of APLIC/ABPAC, I would like to invite you to present at the conference to be held in Victoria, BC August 30 and 31, 2016. This is the first time since 1994 that the conference will be held in Victoria. I found your presentation at CLA on the competitive landscape to be thought provoking and think that something very similar would be beneficial for APLIC/ABPAC conference attendees.

Founded in 1975, our members are currently the Library of Parliament and the legislative libraries of ten provinces and two territories. Parliamentary libraries in Canada share a common mission to support the democratic process by providing all parliamentarians with confidential, non-partisan information services. In addition, APLIC members collaborate across jurisdictions to address matters of mutual concern and to share new practices in information delivery. You may wish to visit APLIC's website at: <http://www.aplic-abpac.ca> for further information about APLIC and the support provided by our libraries.

Your perspective would add significantly to our program if you were available to attend. Ideally, you would have an hour to speak and would take questions following your presentation; you would be free to participate in discussions or attend other presentations, as your schedule permits. I would be grateful if you could consider our request and let me know by June 17, 2016 so we can finalize the conference program. We would be pleased to cover your travel costs and provide you with any additional details regarding the conference that you require in order to make your decision.

Sincerely,

Valerie Footz
President, Association of Parliamentary Libraries in Canada (2015-2017)
Legislature Librarian, Alberta Legislature Library

Five Potential Themes

(Draft)

Inspiration

FVRL uses its physical and virtual space to encourage community and individual engagement.

Welcoming Place

FVRL is an essential destination, providing an environment focused on knowledge and creativity that transforms lives.

Partnerships

FVRL sparks the potential of individuals and communities through meaningful connections and relationships.

Engaging People

FVRL values our staff in enriching the lives of our customers.

Know Us. Love Us.

FVRL maximizes its impact and reach by promoting the FVRL Experience.

2017 FVRL ANNUAL PLAN (Draft)

Our Mission	To connect people to the world of information and ideas				
Our Vision	To be an innovative organization that is recognized as a vital community destination and resource for literacy, recreation, informed decision-making, and social interaction.				
Our Directions	DIRECTION ONE: CUSTOMERS Provide collections, services and facilities to enhance the customer experience and increase customer engagement.	DIRECTION TWO: STAFF Create an agile organization by building capacity with FVRL staff.	DIRECTION THREE: TECHNOLOGY Plan for and provide innovative technologies to advance library operations and services.	DIRECTION FOUR: COMMUNICATION Communicate and celebrate the achievements and intergenerational value of libraries.	DIRECTION FIVE: COLLABORATION Work collaboratively with local government, community and other partners.
Our Initiatives	Support the creation and delivery of exceptional customer experiences.	Build a high-performing and engaged workforce.	Enhance technology to meet evolving customer expectations.	Implement dynamic external communication strategies that excite FVRL stakeholders and attract new customers.	Explore and implement strategies that maximize FVRL's social impact, and contribute to the quality of life in our communities.
	Build unified customer feedback system to identify strategic improvements in library services.	Create processes and tools that support the delivery of an exceptional customer experience.	Implement technologies that support collaboration, improved communication, and increased efficiencies.	Identify and initiate new metrics and meaningful analytics.	Participate in meaningful partnerships that enhance FVRL's ability to fulfil its mission.
	Offer services, collections and formats that align with current and anticipated trends.	Facilitate a respectful, professional and fun work place.	Continue implementation of IT capital plan.	Communicate global trends that impact all of our stakeholders.	
	Continue to implement integrated service experience in all FVRL libraries.			Identify new opportunities and markets to communicate the value of FVRL and libraries.	
	Build a sustainable, fiscally-responsible five-year planning process for every aspect of FVRL's organizational investment.				
	Create and implement a customer experience culture throughout the organization.				

Tree Removal at FVRL Administrative Centre

By Scott Hargrove, Chief Executive Officer
Meeting of June 22, 2016

A BRAZEN THEFT

Over the lunch hour on June 15 a staff member discovered that the rear wheels of his car had been stolen while parked in the parking lot at FVRL's Administrative Centre.

When discovered, the rear of the car was jacked up, the rear wheels and lug nuts were gone. Some employees witnessed men covering a pickup truck box containing several tires and took a



photo (see below). The thieves were hidden from view by the tall evergreens bordering the parking lot behind the car and it's likely that they moved the wheels down the embankment behind the car, to the waiting truck parked on the street below.

These tall evergreens have been problematic for years. After windstorms clean-up costs for downed branches range up to \$800 and, occasionally, branches have fallen and damaged staff vehicles. In addition, the trees have

suffered aesthetically as a result of drastic trimming by BC Hydro to protect power lines.

Recommendation: THAT the evergreen trees at the edge of the parking lot at FVRL's Administrative Centre be removed once authorization has been received from the City of Abbotsford.

Chief Executive Officer's Mid-Year Report

By Scott Hargrove, Chief Executive Officer
Meeting of June 22, 2016

HIGHLIGHTS OF 2016

The pace of activities has not slowed even slightly in the first half of 2016. Countless opportunities have been seized, a host of new relationships have begun, established relationships have been enriched, and multitudes of important projects and tasks have been accomplished. FVRL has flourished! This report highlights my own activities, those of our executive team, and a number of key initiatives implemented during the first part of this year.

PRESENTATIONS, CONFERENCES AND ASSOCIATIONS

Giving presentations and participating with professionals at conferences have been foundational to enriching FVRL's relationship with stakeholders and influencing the future of libraries across the country. Here is a list of my key involvements so far this year.

1. **District of Kent Council:** I attended a meeting of the District of Kent council with Nicole Glentworth, who provided an update on the impact on library services and programming by last year's funding reduction.
2. **Library Leadership Excellence And Development (LLEAD):** This is an InterLINK program designed to mentor select library staff from across BC who have been identified as having leadership potential. At LLEAD's week-long retreat early in the year, I gave a presentation about change management to 25 people (16 LLEAD students and their mentors). Several weeks later FVRL hosted a day-long meeting of the LLEAD students and I gave another presentation about Library Competitive Landscape to the group. Two FVRL librarians participate in this program, and Heather Scoular, Director of Customer Experience, serves as their coach. Thus, FVRL's involvement in LLEAD offers significant support to InterLINK's investment in leaders of the future.
3. **Conversations that Matter:** Stuart McNish, interviewer, former television journalist and video producer, invited me to appear on his show, *Conversations That Matter*. The program features a discussion with thought leaders to discuss the issues shaping the future of British Columbia. Our conversation was about the future of libraries and involved a half-hour video interview that will be available online. A shortened version of the show may be aired on CHEK 6 News this summer.
4. **Global News:** I appeared on Global BC's Morning Show to feature FVRL's *Food For Fines* campaign. The interview was with news anchor Samantha Falk, lasted nearly 5 minutes and, in addition to the *Food For Fines* campaign, touched on the nature of fines with libraries, as well as FVRL's no-fines-for-kids approach.

5. **Rogers Radio and News 1130:** Rogers Radio called me for an interview that focused on promoting our *Food For Fines* campaign to their listeners. The story was aired later that day and posted to the Star FM 98.3 website. Just days later News 1130 also aired a story about FVRL's *Food For Fines* campaign.
6. **Municipal Information Systems Association (MISA):** I was invited to attend the MISA BC conference to provide perspectives on IT professionals moving into executive leadership roles.
7. **Timms Centre Opening:** I was pleased to participate in the opening ceremonies of the City of Langley's Timms Centre, and spoke about the future of libraries.
8. **BC Library Association:** Always a regular attendee of the BC Library Association conference, this year I served on a panel of new CEOs who described the path to becoming the Chief Executive Officer and what the position is like.
9. **Canadian Library Association (CLA):** My role at the Canadian Library Association conference was two-fold: I gave a presentation on the Library Competitive Landscape and then participated in forum discussions regarding the formation of the Canadian Federation of Library Associations, the new organization which will replace the Canadian Library Association.
10. **Canadian Urban Library Council (CULC):** I attended a meeting of my CULC colleagues in which we focused on the logistics of transitioning advocacy roles from CLA to CULC. Worth noting is that most of our FVRL member communities would not be eligible to have a voice at this national table because membership is exclusive to library directors serving over 100,000 people. Being part of FVRL dramatically extends the influence of our 15 members across Canada.
11. **Lower Mainland Local Government Association (LMLGA):** At the Lower Mainland LGA conference in Whistler, I was privileged to give a presentation on technology trends. Also, Heather Scoular, Director of Customer Experience, presented on homelessness and anti-poverty—and received a standing ovation. It's rare to have library professionals present at Lower Mainland LGA events and both Heather and I were honoured to be there. We are grateful to Councillor Corisa Bell, president, for making this possible.
12. **Libraries Branch:** At the provincial government level, I am participating as the representative for BC's regional libraries on the steering committee that is tasked to develop the Province's next strategic plan for libraries. Completion this fall is the target. Also, I facilitated a group discussion at the Libraries Branch visioning session held during the BCLA conference, to which all BC library directors were invited to discuss building the Province's strategic plan.
13. **Association of BC Public Library Directors (ABCPLD):** I was asked to let my name stand for vice chair/chair elect for the ABCPLD and have been elected by peers in BC libraries. In this role I look forward to working more closely with the Province of BC, shaping library policy and strategic direction in this province. Having a leadership role like this that can influence all BC libraries is truly a great privilege and responsibility. FVRL's Marketing and Communications division and I also are leading rebranding effort for ABCPLD.

WORKSHOPS AND WEBINARS

Communicating information as well as training are foundational to the effective operation of our library system, and I have been involved, along with many of my management colleagues, in a series of workshops, and webinars.

1. **Media Relations:** Stuart McNish, interviewer, former television journalist and video producer, conducted a practical seminar with our executive team about media relations on topics such as media interviews and crisis management.
2. **Respectful Workplace:** Lawyers from The Integrity Group presented a workshop to our Management Group to augment our understanding of our role and responsibilities to ensure a workplace free of discrimination, harassment, and bullying. This is a precursor to training that is planned for all FVRL staff later this year.
3. **Supervisory Training for FVRL Supervisors:** Our Management Group invested three days in comprehensive supervisory training offered by BCIT's Corporate and Industry Training Services. This training will be offered in the coming months to FVRL's supervisors.
4. **Finance Webinars:** I participated in two webinars presented by Nancy Gomerich, Director of Finance, to FVRL member directors of finance. The first addressed FVRL's actuarial report and associated financial policy. The second focused on financial policies and building FVRL's 2017 budget.
5. **Friends of the Library:** On June 8 we hosted nearly 100 Friends of the Library volunteers at Abbotsford's Quality Hotel to provide information, inspiration, and meaningful connections amongst them. Along with a brunch buffet, the event featured consultant Lillian Whitmore speaking about today's changing volunteering landscape, my presentation on the importance of digital literacy, and "speed networking" amongst our guests. The event was well received and appreciated by our Friends.

FVRL STRATEGIC PLANNING

Fulfilling the Board's directive, FVRL embarked upon a comprehensive strategic planning process earlier this year. A multi-stepped procedure, it began with an environmental scan led by David Thiessen, Library Manager—Township of Langley and White Rock, who prepared a detailed report that summarized a review of FVRL members' government structure, regional district plans, community plans, strategic objectives, and demographics.

Following the Board's two-day Annual Planning retreat focused on strategic planning conducted by consultant Ken Roberts in April, he and I met during May with 123 staff from throughout the system at six sessions over three days.

The following week his associate, James Pratt, conducted six public consultations over three days. He wrote, "It was a pleasure to collaborate with your staff in running these, and a testament to their strengths that we were able to recruit and engage such excellent numbers of participants—representing a remarkable mix of people from diverse ages, ethno-cultural

backgrounds and walks of life. This bodes well for the emergence of a culture of engagement.”

The next stage of this process is to conduct an online public consultation during three weeks of July. Then the results will be compiled and a progress report is expected for the September Board meeting.

HUMAN RESOURCES

1. **Job Applicant Tracking System:** Human Resources launched the *HireDesk* job applicant tracking system in March. This makes it possible for the jobs posted on the intranet/Internet to be linked directly to *HireDesk*. The good news for employees is that they need to create their profile only once, and then simply update their profile when they make changes to their skills, education, or other qualifications. Prior to *HireDesk*, employees needed to complete internal application forms, resumes, and certificates each time they applied for a posting. In addition to streamlining the application process for internal and external job applicants, *HireDesk* enables significant workload efficiencies for Human Resources staff involved in the hiring process.
2. **Delta's New Library Manager:** Sandi Burgess has accepted the position of Delta Library Manager, effective June 6, 2016. Sandi comes to us from Middlesex County Library, Ontario, where she was the CEO. She administered a 15-branch, rural library system serving a population of 71,000. She previously held the position of Library Coordinator for Elgin County Library in Ontario as well as the position of Coordinator of Web and Electronic Resources at the Burlington Public Library. Sandi brings a wide variety of skills and a passion for creating exceptional customer experiences. She is very pleased to be joining the FVRL team and working with the Delta staff and community.

CUSTOMER EXPERIENCE

Recognizing that our staff often has ideas that could enhance our customers' library experience, in April we launched The i(dea)Centre, a six month pilot project on FVRL's intranet. All staff is invited to share their ideas via an online form and, in the first thirty days, the idea lives on the idea discussion board. Any staff member can make comments, add to, contribute alternate views, and celebrate the idea. Then the i(dea)Team, comprised of seven staff members, meets to funnel along any ideas that have been submitted. At this time, the idea will take one of six paths and will be labeled in status updates on the i(dea)Board. When an idea is active, members of the i(dea)Team have thirty days to gather facts and feasibility information from relevant departments and committees. The i(dea)Team members also facilitate discussion between departments and committees, if necessary, and prepare to report results and recommendations at the next i(dea)Team meeting. At the subsequent i(dea)Team meeting, the team summarizes the information and recommends to my executive team whether or not to continue to pursue the idea. Our executive team then takes thirty days to review the recommendation, make a decision about whether to pursue it, and

determine its priority level. The status is updated in the online i(dea)Centre for all to see. All ideas, whether implemented or not, will be archived for future reference.

We look forward to tapping into the expertise and innovative ideas of our staff who can identify from a customer's perspective the strategies that can enrich the library experience for all our FVRL customers.

LOOKING AHEAD

Summer will allow time for relaxation, reflection, and rejuvenation while my executive team and I take some vacation. Even so, work will continue on 2017 budget preparation, strategic planning, and additional initiatives designed to meet the needs of our customers, stakeholders, and staff in the months ahead.

EXHILARATING OPPORTUNITIES

As I reflect upon the events and accomplishments during the first half of 2016, I am deeply gratified to see the positive impact of our efforts. Increasingly, FVRL is being recognized across Canada as a leader among libraries in the country. More and more, our municipal stakeholders are acknowledging that the expertise of our staff is vital to their communities' quality of life and contributes greatly to addressing the socio-economic challenges they must tackle. Yes, the workload and issues are challenging for us all, yet the opportunities contained therein are exhilarating, and I look forward with optimism, confident that FVRL is on the cusp of greater and mightier things than we have ever imagined. We have only just begun!