

## REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, February 25 - 9:00 a.m.  
FVRL Administrative Centre  
34589 DeLair Road, Abbotsford, BC V2S 5Y1

---

- |       |  |  |
|-------|--|--|
| 1.00  | <b>CALL TO ORDER</b>                               | Mayor John Van Laerhoven, Chair  |
| 2.00  | <b>APPROVAL OF CONSENT AGENDA</b><br><i>Motion</i> | THAT the Consent Agenda be approved as circulated.   |
| p. 3  | 2.011 Minutes                                      | Enclosure:<br>◆ February 4, 2015 Meeting Minutes   |
| p. 6  | 2.012 Library Reports                              | Enclosure:<br>◆ Library Reports  |
| p. 21 | 2.013 <i>Library Live and On Tour</i>              | Enclosure:<br>◆ <i>Library Live and On Tour</i> Report   |
| p. 22 | 2.014 Statistics Reports                           | Enclosure:<br>◆ Quarterly Statistics Reports   |
| 3.00  | <b>APPROVAL OF AGENDA</b><br><i>Motion</i>         | THAT the Agenda be approved as circulated.   |
| 4.00  | <b>BUSINESS ARISING FROM THE MINUTES</b>           |  |
| 4.01  | <b>Weighted Vote: 2015 Budget</b><br><i>Motion</i> | Scott Hargrove, Chief Executive Officer  |
|       |  | THAT the proposed 2015 budget in which member assessments total \$23,347,036 and which includes a 2.73% increase over 2014, and a 2% increase to the Materials purchasing budget, be approved. |
| p. 23 |  | Enclosure:<br>◆ Weighted Vote<br>◆ 2015 Draft Budget Report  |
-

## REGULAR MEETING OF THE FVRL BOARD: Agenda

February 25, 2015

Page 2

---

- 5.00 NEW BUSINESS
- 5.01 Chief Executive Officer's Report  
Scott Hargrove, Chief Executive Officer  
◆ Verbal report
- 5.02 2014 Summary Report: Information Technology and Support Services  
Dean Kelly, Acting Director of Information Technology and Support Services  
*p. 25*  
Enclosure:  
◆ 2014 Summary Report: Information Technology and Support Services
- 5.03 Getting to Know FVRL Information  
Scott Hargrove, Chief Executive Officer  
◆ Verbal report, presentation, and handouts at meeting
- 6.00 OTHER BUSINESS
- 7.00 AROUND THE TABLE
- 8.00 QUESTIONS
- 9.00 NEXT MEETING  
*Information*  
The FVRL Board will meet next on:  
**Wednesday, March 25, 2015**  
**9:00 am**  
**FVRL Administrative Centre**  
**34589 DeLair Road, Abbotsford, BC**
- 10.00 ADJOURNMENT  
*Motion*  
THAT the meeting of FVRL Board be adjourned.

**SPECIAL BUDGET MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD**

**Wednesday, February 4, 2015**

FVRL Administrative Centre  
34589 DeLair Road, Abbotsford, BC V2S 5Y1

---

**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  
Councillor Sylvia Bishop, Corporation of Delta  
Councillor Bill Dingwall, City of Pitt Meadows  
Councillor Laura Dupont, City of Port Coquitlam  
Councillor Gayle Martin, City of Langley  
Councillor Sonja Reyerse, Village of Harrison Hot Springs  
Mayor Wilf Vicktor, District of Hope

**Regrets**

Director Bill Dickey, Fraser Valley Regional District  
Councillor Helen Fathers, City of White Rock  
Director Maria Harris, Metro Vancouver  
Councillor Chuck Stam, City of Chilliwack  
Councillor Jenny Stevens, District of Mission

**Guest**

Councillor John Hansen, Village of Harrison Hot Springs (Alternate to FVRL Board)

**Attendees from Staff**

Scott Hargrove, Chief Executive Officer  
Cathy Wurtz, Director of Human Resources & Business Transformation  
Heather Scoular, Acting Director of Client Services  
Dean Kelly, Acting Director of Information Technology & Support Services  
Irene Geng, Donor Relations Manager (Recorder)  
Gillian McLeod, Acting Senior Finance Manager & Library Manager—Delta  
Pat Dawson, Library Manager—City of Langley & Port Coquitlam  
Brad Fenrick, Manager of Information Technology  
Nicole Glentworth, Library Manager—Chilliwack & Upper Fraser Valley  
Anthea Goffe, Acting Manager—Mission Library & Outreach Services  
Mary Kierans, Manager of Support Services  
Teresa MacLeod, Library Manager—Maple Ridge & Pitt Meadows  
David Thiessen, Library Manager—Township of Langley & White Rock

**Consultant**

Nancy Gomerich, NG Consulting

**CUPE Local 1698**

Laurie Dyck

# SPECIAL BUDGET MEETING OF THE FVRL BOARD OF DIRECTORS

Wednesday, February 4, 2015

Page 2

## 1.00 CALL TO ORDER

Mayor John Van Laerhoven, Board chair, called the special budget meeting of the Fraser Valley Regional Library Board to order at 9:04 am.

He welcomed Councillor John Hansen, alternate to FVRL's Board for the Village of Harrison Hot Springs, and conveyed regrets on behalf of Board members unable to attend this meeting.

## 2.00 APPROVAL OF MINUTES

Councillor Arnason noted that Mayor John Van Laerhoven's name should replace Councillor Ward's name in Point 3.023, BC Library Trustees Association Representative.

It was **MOVED** Mayor Vicktor, **SECONDED** Councillor Arnason, **THAT** the Minutes of the January 7, 2015 Board meeting be approved as corrected.

**CARRIED**  
15.02.04/01  
Minutes Approved

## 3.00 APPROVAL OF AGENDA

It was **MOVED** Councillor Barkman, **SECONDED** Councillor Bishop, **THAT** the agenda be approved as circulated.

**CARRIED**  
15.02.04/02  
Agenda Approved

### 3.01 Acknowledgement of Teresa MacLeod

Scott Hargrove, Chief Executive Officer, announced that this would be the last Board meeting attended by Teresa MacLeod in her role as Library Manager for Maple Ridge and Pitt Meadows, and he provided an overview of her 33-year career with FVRL. The Board thanked her for her service with an enthusiastic round of applause.

## 4.00 2015 BUDGET

Scott Hargrove, Chief Executive Officer, summarized the three proposed 2015 budget options which had been shared previously with Board members and their municipal staff, and highlighted the rationale for each option.

Board members shared their perspectives and preferred options. They recognized that fewer materials will be purchased in 2015 because of the sharp drop in the Canadian dollar and that the number of library materials available in FVRL libraries has eroded over the past several years. They suggested that a greater investment in library materials be considered for the 2016 budget to help reverse that trend.

REGULAR MEETING OF THE FVRL BOARD OF DIRECTORS

Wednesday, February 4, 2015

Page 3

It was **MOVED** Councillor Bishop, **SECONDED** Councillor Dingwall, **THAT** the Board recommend Option 1 to FVRL member councils, which is a budget of \$23,347,036, the lowest of three options offered for the Board's consideration.

In recommending this budget, Board members acknowledged the merits of maintaining current/*status quo* levels with a 2.73% increase over 2014, and of a 2% increase to the Materials purchasing budget to address basic cost increases linked to inflation.

**CARRIED**

15.02.04/03

Budget Option 1 Recommended to Councils

5.00 **OTHER BUSINESS**

There was no other business.

6.00 **AROUND THE TABLE**

There were no reports.

7.00 **QUESTIONS**

There were no questions.

8.00 **NEXT MEETING**

The next meeting of the FVRL Board will be:

**Wednesday, February 25, 2015**

**9:00 am**

**FVRL Administrative Centre**

34589 DeLair Road, Abbotsford, BC V2S 5Y1

9.00 **ADJOURNMENT**

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

**CARRIED**

15.02.04/04

Adjournment

The meeting adjourned at 9:48 a.m.

## **Abbotsford Libraries**

**By Hilary Russell, Library Manager  
Meeting of February 25, 2015**

---

### **Family Literacy Day at the Clearbrook Library**

The Clearbrook Library in Abbotsford was joined by over 30 partner organizations to celebrate the ninth annual Abbotsford Family Literacy Day. This huge event entertains and educates close to 1,000 attendees on the importance of family literacy and how it contributes to the health and success of individuals, families and the community.

The event brings life to three neighbouring facilities in the Civic Plaza area near the Abbotsford City Hall - the Clearbrook Library, the REACH Gallery Museum, and Firehall #1. The Firehall hosts the Abbotsford Literacy Matters pancake breakfast where families can pick up a reading log and read together to win prizes. At 11:00 am the festivities begin simultaneously at the Clearbrook Library and the REACH, with entertainment, displays and booths by over 30 community organizations. The kick-off speeches were presented this year by Abbotsford's new Mayor Henry Braun and Councillor Les Barkman, the FVRL Board representative from the City of Abbotsford.

The value of such an event lies not only in its importance to community members who attend and enjoy the fun but also in the connections that are strengthened between community organizations, all of whom care passionately about the importance of lifelong and informal learning as key components for families that help each individual member to become and remain literate in our complex modern society.

While literacy at its core is the ability to read, in a broader sense it is the ability to use information. Key skills in reading and using information allow an individual to be safe, healthy, and successful over their lifetime. FVRL and the Abbotsford libraries, along with their community partners, showcase literacy and the importance of the family as fundamental to lifelong success during Family Literacy Day in the City of Abbotsford.

## Agassiz Library

By Nicole Glentworth, Library Manager  
Meeting of February 25, 2015

---

### BUILDING A COMMUNITY THROUGH LEGO®

What does the community want? What do they really, really want? They are screaming for “More LEGO®!”

The newest program at Agassiz Library is the Lego Club. An offshoot of the annual Lego® Build-Up, it seems winter is a great time for the indoor sport of Lego®. So the Lego® Club was born. This is a chance for local kids to come to the library after school and enjoy some creative building time. Its success is seen in the packed meeting room on Thursdays from 3 to 5 pm with kids of all ages, on their own or with their parents. It is remarkable the effect that Lego® has. Kids and adults who don't know each other are using their library to get together and play!

The Lego® was originally supplied by the Agassiz Library Society: Friends of the Library several years ago and, after the success of the new Lego® Club, the kids sent a video plea to the Friends. It showed them building and having a great time, and closed with a group request from the kids, “More Lego® please!” At the next regular meeting, the FOLs saw this little movie and voted that the purchase of \$400 worth of Lego® was in order.

To add more expertise to this day, Teen Friends of the Library from the high school next door pitched in and added their years of experience as “Lego® senior citizens.”

All of this shows that a library isn't just about the daily checking in and the checking out books. It's about building on fun, building relationships, and building partnerships. Just like Lego®!

**Chilliwack Libraries**  
By Nicole Glentworth, Library Manager  
Meeting of February 25, 2015

---

**WHERE DO OLD ENCYCLOPEDIAS GO WHEN THEY RETIRE?**

Sometimes they are shared with smaller or needier libraries and schools who may not have budgets for these big expenses. Sometimes they are recycled. And sometimes they can make a particular young man very happy.

In January, FVRL Administrative Centre Support Services staff was contacted by a parent from Chilliwack. She explained that her son, Jared, a senior at Highroad Academy, has Asperger's Syndrome, an autism spectrum disorder. Apparently, Jared's favourite thing in the world is encyclopedias. In fact, he reads through them in every spare moment and has been doing so for many editions throughout his young life.

Jared's mom asked if FVRL could keep them in mind if any libraries were discarding encyclopedias. Support Services staff contacted the Chilliwack Library. The Chilliwack Library and Yarrow Libraries worked together to find a 2010 World Book Encyclopedia set that was ready to be rotated out of the collection. Jared's mom was contacted and the family arrived that same day to pick up their new encyclopedias.

Mom and Dad were filled with gratitude, thanking library staff profusely. Jared is a happy young man, having been given an "assignment" by the Chilliwack librarian to investigate how encyclopedia entries change from year to year. As a bonus, Jared's teacher has arranged with the library to host his "job shadow" for graduation.

Everyone wins when the public library is actively involved in the community!



**Delta Libraries**  
By Gillian McLeod, Library Manager  
Meeting of February 25, 2015

---

**Innovative Programs Bring New Customers**

Meeting new customers has brought excitement to the Delta libraries in January and our programs are often the way new customers are introduced to the library. For each program library staff set up book displays, take the group on a quick library tour, and invite them to get a library card. People who arrive at the library expecting, for example, "how to learn to do their taxes" are now introduced to a world of information, ideas, and resources. As we plan programming that meets the ever-changing needs of our Delta residents we are excited by the new groups of people that are introduced to our library services and staff.

In early January, Delta library staff set up a "pop-up library" in Scottsdale mall. This included tables, chairs, and banners outlining our e-resources, eReaders, and library staff was on hand to train Delta residents on the use of their e-resources. As you can imagine, we met many people who had never been to the library and who were curious to see what we could do for them. We will do this again in the future.

At Tsawwassen Library, the ukulele group is growing. The program is open to people of all ages and abilities and, indeed, on some evenings the ages range from 5 to 93! As a group, they are learning to play the ukulele, read music, and enjoy each other as well as the library staff. In January there were many new faces who had heard about this unique library program from their families over the holidays. Word of mouth is one of our best sources of recommendation.

Throughout the Delta libraries we work with settlement agencies to provide new Canadians with as much support as possible. In January we began to work with one of our regular partners, University of Victoria Centre on Aging, to provide a class for newcomers in Cantonese. Many new faces came through the libraries and were impressed with what they were able to access in their own language as well as what was available to support them in their English language learning.

Sometimes it is innovative programming that brings Delta residents into contact with the library. Our staff, resources and excellent customer service keep them coming back.

## Hope Library

By Nicole Glentworth, Library Manager  
Meeting of February 25, 2015

---

### COOKING THE BOOKS AT THE LIBRARY

The Hope Library is always looking for innovative programs to satisfy the evolving needs of the community. January was no exception. Library staff managed to showcase the talents of local chef, Hiro Takeda, operator of a local restaurant. Hiro brought one of his apprentices to the library and shared some tips and tricks of cooking.

The evening started with the aromas of chocolate filling the air in the library as Hiro demonstrated how to make a chocolate pot *de crème* from scratch. As the discussions developed, Hiro promoted his vision of sourcing local ingredients and the importance of sustainability in a culture focused on convenience rather than quality.

It was a great opportunity for the audience to ask Hiro about his upcoming opportunity to work at the world renowned restaurant Noma in Denmark and what ideas he will be bringing back to Hope to develop the palate of the community. The audience was so intrigued by Hiro that several of them stayed after the program to enquire about the intricacies of working in a commercial kitchen. It was a great opportunity for the community to meet another business person in the community and learn about the vision he has for the town from a business perspective.

**City of Langley Library**  
By Pat Dawson, Library Manager  
Meeting of February 25, 2015

---

**THE LIBRARY IN PARTNERSHIP WITH COMMUNITY ARTS**

In 2008, in keeping with the FVRL's mission, "to connect people to the world of information and ideas," City of Langley Library began a venture with local artists to recognize the role that the library plays in informing residents about arts in our community. We celebrated the creative spirit within our community with *LIVE!*, a series of informal, interactive presentations of artists in action: visual arts, crafts, music, and discussion groups. From *LIVE!* grew ongoing arts critiques where artists bring a piece of their art to be discussed and interpreted by fellow participants and by an experienced artist facilitator. Anyone can sit in.

Since 2009 the library has hosted a weekly knitting circle. The inspiration for the circle came from a customer who recognized the library as a place for friends of all ages to get together while learning a new skill. This intergenerational knitting group has attracted accomplished craftspeople, new knitters, children, and teens. Staff was able to refer a customer to the group when the woman asked library staff for information on how to regain her needlecraft skills after a stroke.

FVRL's Aboriginal in Residence event in June 2014 was especially well received in Langley. All ages and cultures expressed their appreciation for the library's role in providing a place to learn about aboriginal art from the artists themselves.

Because of the continuing positive response from the public for gatherings of local artisans, artists, and skilled craftspeople, library staff welcomed a recent query from the Langley Weavers and Spinners Guild to bring their craft to the library. The library provides a public space where the weavers and spinners can demonstrate their craft to educate and encourage others to keep the art and craft of spinning, weaving, dyeing, felting, and knitting alive.

The library provides information in many formats. Just as the public can browse our collection and search our catalogue, when the library brings in artists and artisans to interact with our community, exploration and self-guided learning grows, and the library's investment in the enjoyment, lifelong learning, literacy, and the vibrant health of our community is realized.

## Township of Langley Libraries

By David Thiessen, Library Manager

Meeting of February 15, 2015

---

### Family Literacy Day

Each year in January, Township of Langley libraries celebrate Family Literacy Day, the national awareness campaign held every January 27.

Family Literacy Day was created in 1999 by ABC Life Literacy Canada to raise awareness of the importance of reading and engaging in early literacy-related activities as a family. The campaign is based on research which demonstrates that children who are read to daily have better developmental skills when they go to school.

Library staff provided early literacy programs in the month prior, complete with stories, songs, rhymes, and puppets. Also, in partnership with Fraser Health, they began a series of presentations to a Moms-and-Babies group, introducing and explaining the concept of building the foundations of literacy with babies and young children.

The library was able to engage with many community groups, including Langley Community Services Society, Immigrant Services Society, School District 35, Strong Start, the Literacy Network, and Fraser Health. (Township of Langley libraries pride themselves on their level of partnership engagement.) Numerous preschool and Strong Start Centre Storytime visits were conducted and partnership programs, like the Reading Buddies program, began.

We advertised in local newspapers, then celebrated Family Literacy Day on January 27 at each Township library, offering a variety of incentives including book draws, and providing information and resources for parents. In the process we encouraged parents to continue taking those few minutes to read with their children every day.

Taking those few minutes every day to read with their child is crucial to a child's development, and later life success. The library is playing a critical role assisting Township of Langley families achieve and maintain that success.

## Maple Ridge Library

By Teresa MacLeod, Library Manager  
Meeting of January 7, 2015

---

### THE LIBRARY AS VILLAGE SQUARE

Maple Ridge is fortunate to have the kind of library space that lends itself not only to the traditional business of libraries, but also to public gathering, community celebration, and to programming on a grand scale. Between the festivals and everyday activities of customers, however, our generous space allows us to encourage spontaneous interaction, collaboration and learning, diversion from everyday demands, and a bit of fun.

Sometimes the smallest efforts produce unexpected results. What started with turning out two boxes of puzzle pieces onto an under-utilized table in the newspaper area has become what could almost be called a movement. Complete strangers of all ages who have met over the puzzle table now make regular puzzling dates, invite new participants, bring in new puzzles and form puzzling networks. All this puzzling – and it is surprising to see just who is taking part – has created a vigorous demand for more puzzles and more puzzle tables (soon to be three).

A similar movement is brewing around the playing of chess. Chess tables on each floor of the library and a healthy collection of portable chess sets have prompted twice-weekly gatherings of the Maple Ridge Chess Club and a weekly elementary-age chess meeting guided by the library's Teen Advisory Group. Surprisingly, chess seems to be a spectator sport, and both groups enjoy a substantial revolving audience, attracting new membership and triggering other spontaneous chess matches in the library.

Pausing at library creation stations for a little craft therapy over the autumn months, customers collectively fashioned the components for the Teen Advisory Group's yearly atrium decoration. Dubbed "Creatrium," the resulting installation features an enormous grey whale, conceived and constructed by library staff and some particularly dedicated and artistic members of the public, followed by a sea of jellyfish and sailboats. During a whale-naming contest in January, the whale was christened *Winston* by a three-year-old library customer.

Friends of the Maple Ridge Library contributed funds this year to a literacy corner project in the children's area. The corner is defined by a colourful carpet, and its centrepiece is a specially designed metallic wall, with magnetic numbers, letters and shapes in various colours. Our goal was to encourage children and adults to play and learn together and, to our delight, the results are even better than we had hoped. Adults seem as engrossed in the activities as children, and the corner sees continuous use.

---

Maple Ridge Library  
Meeting of February 25, 2015

The result of all of this unstructured customer activity is a lovely “village square” feeling that makes us understand how lucky we are to work here - a feeling of vibrant community, of public collaboration, of animation and movement, of people enjoying themselves and enjoying each other.

## Mission Library

By Anthea Goffe, Acting Library Manager  
Meeting of February 25, 2015

---

### MISSION SENIORS GET CONNECTED

Technology plays an increasingly central role in connecting people of all ages to news and information, government services, health resources, and opportunities for social support. According to the Pew Research Center, seniors face several unique barriers to using new technology, including physical challenges (e.g., eyesight), skepticism towards an unfamiliar online environment, and difficulties in learning new technologies.<sup>1</sup> The Mission Library is addressing these issues with unique programming and targeted services.

#### 1. Facebook for Seniors

In response to frequent questions about social media from library customers, in January one of the Mission Library staff led a workshop for 18 seniors to learn how to manage their own Facebook page and start connecting online with friends and family. By the end of the session they were able to find people, upload photos, and share links. Because many seniors experience social isolation, using Facebook is a great way to keep connected with the community and the wider world.

#### 2. What To Do With That Newfangled Device? Book A Librarian!

One of the great benefits of the proliferation of smart devices is that accessible technology is now cheaper and easier to acquire. Most tablets and eReaders can transform a book into large print with the touch of a button. Audiobooks are available for download from the library to customers' cell phones, greatly increasing access for those with visual or perceptual difficulties. Recently, FVRL's Outreach Services Department made a visit to a Mission retirement facility and demonstrated some iPads and other devices. The residents were so excited about the ability to get library books this way, that one woman in her 90s is coming to the Mission Library to make use of our Book A Librarian service and get personal help setting up eBooks on her device. The Book A Librarian service, where customers get one-on-one help for 30 minutes, is extremely popular with our older clientele. In January, we helped 11 people this way, most of them seniors.

#### 3. Tea With A Twist

Amongst all of the exciting technological changes, we haven't forgotten our basic commitment to create a vibrant, welcoming environment for seniors to connect in the real

---

<sup>1</sup> Smith, Aaron. "Older Adults and Technology Use". April 3, 2014. Pew Research Centre, [www.pewinternet.org](http://www.pewinternet.org).

---

world. We recently started up our weekly Chat and Chai program, a partnership with Mission Community Services Society (MCSS). This is a social program targeted at seniors to help them get to know others in the neighbourhood and to connect with community resources, such as MCSS. They meet in the open lounge area of the library, and each week their laughter and camaraderie is infectious.



## Pitt Meadows Library

By Teresa MacLeod, Library Manager

Meeting of February 25, 2015

---

### EARLY LITERACY: WHAT'S IT ALL ABOUT?

Pitt Meadows Library has been offering Babytime since moving to the new library three years ago, attracting new parents who visit the library week after week. In 2014 attendance during the Babytime program resulted in over 900 visits to the library by parents and babies.

In addition to presenting age-appropriate books, staff demonstrates traditional nursery rhymes and songs which have been shown to increase vocabulary and language acquisition. Library staff also conveys, in easy-to-understand language, many important concepts associated with pre-reading skills. These concepts are incorporated into Babytime in an unobtrusive manner while still having fun.

Research has shown that children who are read to regularly starting an early age, will be ready for learning when they start kindergarten and are more likely to excel at school.

In October 2014 parents and caregivers were surveyed about the Babytime program. The overwhelming response from the group was that Babytime is a great experience. The survey also showed that 87% said that they would be more likely to engage in literacy games and play at home after attending the program, which is one of the goals of the program.

The public library is the primary source of high quality print materials for young preschool children. We are serious in our efforts to reach out to parents and caregivers of young children to encourage reading and forming the important pre-reading skills.

High rates of literacy contribute to the overall health and well being of any community. Pitt Meadows Library makes an important contribution to literacy via its Babytime program. Although it is gratifying to hear comments from our survey such as "Such an awesome program! Would attend any baby programs!", we know we are providing more than fun. We are setting important groundwork for the success of our future citizens.

## Terry Fox Library

By Pat Dawson, Library Manager  
Meeting of February 25, 2015

---

### LIBRARY RESOURCES INCLUDE PEOPLE

The January 2015 report to the FVRL Board commented on how the community benefits when the library matches customers' borrowing interests with staff creativity in promoting the collection. The results are a welcoming space and a reinforcement of the library as a community gathering place and resource provider.

Building on that foundation, this month's report highlights what happens when the library staff identifies a borrowing trend and creates the opportunity for our community to learn from someone with specialized skills and knowledge in that area.

Terry Fox Library staff identified a demand from our residents for information on wellness, specifically on the role that meditation may play in holistic health. Many customers were asking questions and were requesting books about meditation from our collection. Our staff knew that mindfulness is a hot topic in the media and that mindfulness is practiced in some schools. Having identified a community interest, we offered a "Meditation for Beginners" event with local practitioner Amy Reedman. To promote the event, we created a display in the library, showcasing some of our books and audio-visual materials on wellness, meditation, and other holistic health topics.

To gauge interest in a scheduled presentation, staff often will ask people to call ahead to reserve a spot. Very quickly we realized that community interest in the meditation workshop was high and the program room would be too small to accommodate all those who wanted to attend. Immediately we arranged a second workshop with the presenter. The community responded positively and with compliments to the library.

Library staff works deliberately to meet the information and literacy needs of our community. We recognize that the library provides an authoritative source of information in a world of the unauthenticated. By combining our print and electronic collections with presentations by knowledgeable individuals, we reinforce our position as a community information centre.

## White Rock Library

By David Thiessen, Library Manager  
Meeting of February 25, 2015

---

### **White Rock Library to Offer Tech-Buddies Intergenerational Program**

The term “Digital Divide” generally refers to the gap between demographics and regions that have access to communications technology and those that don't. Based on our experience through customer interactions, however, a digital divide also can be created through more subtle factors like intimidation by technology.

As part of the Semiahmoo Seniors Planning Table, the White Rock Library is involved in addressing that divide in relation to seniors through a unique new intergenerational initiative for White Rock called Tech Buddies.

What makes Tech Buddies unique is the intergenerational focus. Through our community partner, Seniors Come Share, youth and seniors are matched for a maximum of six one hour technology teaching sessions. In the sessions, youth assist seniors learn to use tablets, phones, laptops, and social media in general.

The advantages of the program go well beyond technology learning. By partnering seniors and youth, not only does learning occur for the seniors but also, in the process of that teaching, self-esteem, a sense of belonging, involvement, and self-worth is enhanced for the youth. The process also improves cooperation and interaction among different generations in a broad sense (the general conversation and dialog that occurs throughout).

The White Rock Library has been part of the planning from the beginning, is providing a primary venue, and much of the marketing and promotion.

The world is rapidly changing and White Rock Library is helping ensure that the digital divide is leaving no White Rock resident behind. In the process, intergenerational relationships will be built, our youth will become a more involved part of our community, and our community will be strengthened.

## Yale and Boston Bar Libraries

By Nicole Glentworth, Library Manager  
Meeting of February 25, 2015

---

### LIBRARY IS THE HUB OF THE COMMUNITY

As the winter months progress the communities of Yale and Boston Bar use the libraries as a social networking hub. The residents use the library not only as a meeting place with other residents but also rely on the Wi-Fi to connect with their relatives who live far and wide. The libraries have a constant flow of people in and out the doors, coming in with a variety of queries and leaving with the answers or books in hand to satisfy their thirst for more information.

## *Library Live and On Tour*

By Anthea Goffe, Acting Manager - Outreach Services  
Meeting of February 25, 2015

---

### **MUSIC MELTS BARRIERS**

With a 3000-watt sound system including 2 10-inch subwoofers and waterproof rooftop speakers, the *Library Live and On Tour (LiLi)* car always grabs attention wherever she goes. Our Tour Manager is well versed in blues, contemporary pop, and country classics, and has an impressive playlist to entice all kinds of audiences from high school students to seniors groups. Often it is the upbeat, fun music playing that brings people over to check out the vehicle and start the conversation about FVRL's library services.

While *LiLi's* music is fun and a great draw at parades, festivals, and other community events, it is also really effective on a personal level at some of *LiLi's* other stops like food banks and recovery houses.

Recently at a recovery house in Chilliwack, a woman, "Casey", was in her house, heard the tunes coming from outside, and came dancing up to LiLi and the music. She started opening up to the Tour Manager about her life and her situation. In her early fifties, Casey has an addiction to drugs and has noticeable pain that shows on her face and in her body. Yet, she moved fluently to the upbeat blues that were playing.

An avid reader and music listener, Casey could not activate her library account because of fines incurred over time. Eventually, by working with her and her social worker, the Tour Manager was able to clear her account and give her access again.

Casey is so excited to get back to using the library. Despite the challenges she is experiencing from a life of addiction, she has a good outlook and expressed that being able to access CDs and books from the library helps to ground her life.

## **QUARTERLY STATISTICS REPORTS**

**By Scott Hargrove, Chief Executive Officer  
Meeting of February 25, 2015**

---

FVRL is moving to provide quarterly statistics reports for library activities, rather than monthly reports.

The key reasons are influenced by:

1. the budget constraints requested by our FVRL member municipalities;
2. the leadership transition underway since the retirement of several key staff members;
3. staff shortages resulting from unfilled positions;
4. work load priorities and efficiency of remaining staff;
5. quarterly statistics more accurately reflecting actual library trends.

Quarterly reports will provide more meaningful information about library activities to our FVRL members and, at the same time, enable value-added staffing efficiencies.

## BUDGET APPORTIONMENT FORMULA

Meeting of February 25, 2015

WEIGHTED VOTE: 2015 BUDGET		
Local Government	Number of Residents	Number of Votes
Abbotsford, City of	139,195	139
Chilliwack, City of	84,133	84
Delta, Corporation of	102,637	102
Fraser Valley Regional District	12,785	12
Harrison Hot Springs, Village of	1,508	1
Hope, District of	5,930	5
Kent, District of	6,588	6
Langley, City of	26,301	26
Langley, Township of	113,022	113
Maple Ridge, District of	79,142	79
Metro Vancouver	134	1
Mission, District of	37,549	37
Pitt Meadows, City of	18,880	18
Port Coquitlam, City of	59,065	59
White Rock, City of	19,248	19
<b>Total</b>	<b>706,117</b>	<b>701</b>
<b>Votes Needed to Pass</b>		<b>350.5</b>

- These were the population figures used by the provincial government for 2014-15 apportionment purposes of the operating grant and they are based on 2013 Population Estimates.

### WHAT THE *LIBRARY ACT* SAYS ABOUT THE WEIGHTED VOTE

The following is an excerpt from Bill 12, *Library Act*, Section 23 (1):

On questions involving the expenditure of money,

- (a) each member of the Library Board has **one vote**, plus **one additional vote for each complete 1,000 after the first 1,000** of the population of the municipality represented by the member or of the electoral participating areas of the regional district represented by the member.
- (b) a **majority** of weighted votes cast decides those questions, unless a proposal is adopted under subsection (2).

FRASER VALLEY REGIONAL LIBRARY																			
2015 DRAFT BUDGET - January 7, 2015 - OPTION 1 - Base/Status-quo Budget (includes 2% on Materials over prior year budget)																			
Description	FVRD	Kent	Hope	Chilliwack	Metro Vancouver	Harrison Hot Springs	Abbotsford	Mission	Langley City	Langley Township	White Rock	Delta	Port Coquitlam	Maple Ridge	Pitt Meadows	2015 TOTAL FVRL	Roll-up SAME as 2015 (exception some S&B)		
																	2014 TOTAL FVRL	Difference \$ (2015-2014)	Difference % (change/2014)
<b>DIRECT CHARGES</b>																			
Direct library wages and benefits	83,684	213,164	187,589	1,739,851			2,174,148	780,975	711,526	2,224,001	507,109	1,957,845	902,311	1,434,222	531,635	13,448,059	12,977,256	470,803	3.63%
<b>Other Direct Charges</b>																			
Photocopier Leases				8,552			6,001	2,263	4,588	3,531	1,629	8,087	2,736	7,106	675	45,166	60,900	(15,734)	-25.84%
Janitorial services															34,468	34,468	45,600	(11,132)	-24.41%
Transfers to Member Reserve														40,000		40,000	40,000		
Selfcheck-IN equip. third-party maintenance contract/fees				3,333			3,333							16,000	16,000	38,667	40,000	(1,333)	-3.33%
Library programs / promotion / supplies / miscellaneous	3,722	7,939	7,499	47,044			35,683	14,999	16,483	58,410	16,211	39,138	17,645	32,169	12,297	309,237	305,685	3,552	1.16%
Other direct charges																467,538	492,185	(24,647)	-5.01%
<b>Subtotal: Total Direct Charges</b>	<b>87,406</b>	<b>221,103</b>	<b>195,088</b>	<b>1,798,780</b>			<b>2,219,165</b>	<b>798,237</b>	<b>732,597</b>	<b>2,285,943</b>	<b>524,948</b>	<b>2,005,069</b>	<b>922,692</b>	<b>1,529,496</b>	<b>595,074</b>	<b>13,915,596</b>	<b>13,469,441</b>	<b>446,155</b>	<b>3.31%</b>
<b>SHARED SERVICES (see Allocation Basis details below)</b>																			
Information systems	13,121	42,643	39,363	242,739			255,860	98,408	150,892	328,025	72,166	321,465	127,930	285,382	91,847	2,069,839	1,895,280	174,559	9.21%
Human resources and payroll	6,141	14,787	12,516	126,569			156,838	54,428	51,315	155,718	37,779	139,166	62,117	97,866	37,288	952,529	970,620	(18,091)	-1.86%
Vehicle operations	12,708	12,585	12,585	74,658			68,426	31,036	31,036	107,649	31,036	72,947	31,036	31,036	17,717	534,455	556,410	(21,955)	-3.95%
Support services (library materials, inter-library loans)	110,240	39,058	38,947	532,309	1,117	9,904	912,391	246,612	172,738	738,477	126,416	669,319	387,891	519,784	122,475	4,627,679	4,516,027	111,652	2.47%
Client services (programs, LiLi, outreach, interlink)	23,143	8,200	8,176	111,749	234	2,079	191,540	51,772	36,263	155,030	26,539	140,512	81,431	109,119	25,711	971,498	1,010,931	(39,433)	-3.90%
Donor relations	601	213	212	2,903	6	54	4,976	1,345	942	4,028	689	3,651	2,116	2,835	668	25,240	29,612	(4,372)	-14.76%
<b>Subtotal: Shared Services</b>	<b>165,954</b>	<b>117,487</b>	<b>111,800</b>	<b>1,090,927</b>	<b>1,357</b>	<b>12,037</b>	<b>1,590,032</b>	<b>483,600</b>	<b>443,187</b>	<b>1,488,927</b>	<b>294,625</b>	<b>1,347,059</b>	<b>692,520</b>	<b>1,046,023</b>	<b>295,707</b>	<b>9,181,242</b>	<b>8,978,880</b>	<b>202,362</b>	<b>2.25%</b>
<b>LIBRARY REVENUE &amp; PROVINCIAL GRANT</b>																			
Library Based Revenue	(358)	(5,615)	(5,082)	(61,111)			(94,675)	(33,257)	(25,164)	(73,935)	(14,515)	(68,201)	(28,583)	(58,480)	(12,156)	(481,133)	(710,616)	229,483	-32.29%
Provincial Grant (allocated based on population)	(29,563)	(10,474)	(10,444)	(142,749)	(299)	(2,656)	(244,675)	(66,134)	(46,323)	(198,037)	(33,901)	(179,491)	(104,020)	(139,390)	(32,844)	(1,241,000)	(1,265,100)	24,100	-1.90%
<b>Subtotal: Library Revenue &amp; Provincial Grant</b>	<b>(29,921)</b>	<b>(16,089)</b>	<b>(15,526)</b>	<b>(203,860)</b>	<b>(299)</b>	<b>(2,656)</b>	<b>(339,350)</b>	<b>(99,391)</b>	<b>(71,487)</b>	<b>(271,972)</b>	<b>(48,416)</b>	<b>(247,692)</b>	<b>(132,603)</b>	<b>(197,870)</b>	<b>(45,000)</b>	<b>(1,722,133)</b>	<b>(1,975,716)</b>	<b>253,583</b>	<b>-12.84%</b>
<b>TOTAL BUDGET BEFORE FVRL ADMINISTRATION</b>	<b>223,439</b>	<b>322,501</b>	<b>291,361</b>	<b>2,685,847</b>	<b>1,058</b>	<b>9,381</b>	<b>3,469,847</b>	<b>1,182,446</b>	<b>1,104,297</b>	<b>3,502,898</b>	<b>771,157</b>	<b>3,104,436</b>	<b>1,482,609</b>	<b>2,377,649</b>	<b>845,781</b>	<b>21,374,705</b>	<b>20,472,605</b>	<b>902,100</b>	<b>4.41%</b>
% share of total budget before FVRL Administration	1.05%	1.51%	1.36%	12.57%	0.00%	0.04%	16.23%	5.53%	5.17%	16.39%	3.61%	14.52%	6.94%	11.12%	3.96%	100.00%			
<b>SHARED SERVICE: CORPORATE SUPPORT*</b>	<b>15,979</b>	<b>23,063</b>	<b>20,836</b>	<b>192,073</b>	<b>76</b>	<b>671</b>	<b>248,140</b>	<b>84,560</b>	<b>78,972</b>	<b>250,503</b>	<b>55,148</b>	<b>222,008</b>	<b>106,026</b>	<b>170,033</b>	<b>60,484</b>	<b>1,528,572</b>	<b>1,821,994</b>	<b>(293,422)</b>	<b>-16.10%</b>
<b>SHARED SERVICE: MARKETING &amp; COMMUNICATION</b>	<b>4,639</b>	<b>6,695</b>	<b>6,049</b>	<b>55,761</b>	<b>22</b>	<b>195</b>	<b>72,037</b>	<b>24,549</b>	<b>22,926</b>	<b>72,724</b>	<b>16,010</b>	<b>64,451</b>	<b>30,780</b>	<b>49,362</b>	<b>17,559</b>	<b>443,759</b>	<b>432,602</b>	<b>11,157</b>	<b>2.58%</b>
*Allocated based on share of budget before this Allocation																			
<b>TOTAL BUDGET BEFORE ADJUSTMENTS</b>	<b>244,057</b>	<b>352,259</b>	<b>318,246</b>	<b>2,933,681</b>	<b>1,155</b>	<b>10,247</b>	<b>3,790,024</b>	<b>1,291,555</b>	<b>1,206,194</b>	<b>3,826,124</b>	<b>842,315</b>	<b>3,390,895</b>	<b>1,619,415</b>	<b>2,597,044</b>	<b>923,824</b>	<b>23,347,036</b>	<b>22,727,201</b>	<b>619,835</b>	<b>2.73%</b>
<b>ADJUSTMENTS:</b>																			
Adjustment for Minimum:																			
-Metro Vancouver - to \$2,000	(9)	(13)	(12)	(106)	845	(0)	(137)	(47)	(44)	(138)	(30)	(123)	(59)	(94)	(33)	0			
Harrison Hot Springs Usage		(40,398)	(401)	(7,460)		49,394	(358)	(297)	(142)	(122)	(10)	(42)	(31)	(95)	(38)	(0)			
<b>2015 TOTAL ASSESSMENT</b>	<b>244,048</b>	<b>311,848</b>	<b>317,834</b>	<b>2,926,115</b>	<b>2,000</b>	<b>59,640</b>	<b>3,789,528</b>	<b>1,291,212</b>	<b>1,206,009</b>	<b>3,825,864</b>	<b>842,274</b>	<b>3,390,730</b>	<b>1,619,326</b>	<b>2,596,856</b>	<b>923,753</b>	<b>23,347,036</b>	<b>22,727,201</b>	<b>619,835</b>	<b>2.73%</b>
2015 Assessment Per Capita	14.54	52.44	53.60	36.10	11.76	39.55	27.28	34.39	45.85	34.03	43.76	33.27	27.42	32.81	49.54	33.13			
<b>COMPARISON TO PRIOR YEAR</b>																			
2014 Approved Member Assessment	246,619	296,007	323,472	2,837,634	2,000	58,667	3,691,801	1,276,709	1,189,174	3,663,566	840,438	3,263,112	1,537,916	2,613,729	886,357				
Difference - \$	(2,571)	15,841	(5,638)	88,481	0	973	97,727	14,503	16,834	162,298	1,836	127,618	81,410	(16,873)	37,396				
Difference - %	-1.04%	5.35%	-1.74%	3.12%	0.00%	1.66%	2.65%	1.14%	1.42%	4.43%	0.22%	3.91%	5.29%	-0.65%	4.22%				
<b>Explanation of Difference:</b>																			
Due to Direct Charges	9,659	23,577	6,769	54,579			130,267	14,185	(36,501)	65,215	30,556	101,716	37,265	64,294	(12,774)	488,805			
Due to Shared Services*	6,344	3,260	2,259	19,384	0	1,061	709	10,381	7,859	29,156	1,856	34,651	3,882	12,034	(1,807)	131,030			
Due to Funding Formula Change	(18,575)	(10,995)	(14,666)	14,519	(0)	(88)	(33,250)	(10,063)	45,476	67,927	(30,576)	(8,749)	40,264	(93,202)	51,977	0			
Total Difference	(2,571)	15,841	(5,638)	88,481	0	973	97,727	14,503	16,834	162,298	1,836	127,618	81,410	(16,873)	37,396	619,835			
*Includes nominal impact of change in "Adjustment for Minimum" and "Harrison Hot Springs".																			
<b>SHARED SERVICE ALLOCATION BASIS</b>																			
<b>Support Services, Client Services, Donor Relations</b>																			
Allocation Base: Population																			
-Current	16,785	5,947	5,930	81,049	170	1,508	138,920	37,549	26,301	112,440	19,248	101,910	59,060	79,142	18,648	704,607			
-Current (% share of total)	2.38%	0.84%	0.84%	11.50%	0.02%	0.21%	19.72%	5.33%	3.73%	15.96%	2.73%	14.46%	8.38%	11.23%	2.65%	100.00%			
<b>Information systems</b>																			
Allocation Base: No# PC's and Self Ck. OUT Units in Library																			
-Current	4	13	12	74			78	30	46	100	22	98	39	87	28	631			
-Current (% share of total)	0.63%	2.06%	1.90%	11.73%			12.36%	4.75%	7.29%	15.85%	3.49%	15.53%	6.18%	13.79%	4.44%	100.00%			
<b>Human resources and payroll</b>																			
Allocation Base: No# FTE Staff in Library																			
-Current	1.28	3.09	2.62	26.48			32.81	11.39	10.74	32.58	7.90	29.11	13.00	20.47	7.80	199.28			
-Current (% share of total)	0.64%	1.55%	1.31%	13.29%			16.47%	5.71%	5.39%	16.35%	3.97%	14.61%	6.52%	10.27%	3.91%	100.00%			
<b>Vehicle operations</b>																			
Allocation Base: No# of deliveries to Library																			
-Current	104	103	103	611			560	254	881	254	597	254	254	145	4,374				
-Current (% share of total)	2.38%	2.35%	2.35%	13.97%			12.80%	5.81%	5.81%	20.14%	5.81%	13.65%	5.81%	5.81%	3.32%	100.00%			



**2014 SUMMARY REPORT: INFORMATION TECHNOLOGY AND SUPPORT SERVICES**

By Dean Kelly, Acting Director of Information Technology and Support Services  
Meeting of February 25, 2015

---

**INFORMATION TECHNOLOGY SECURITY UPGRADE**

A global Unified Threat Management (UTM) solution was implemented. New hardware in each location as well as managing software has:

1. improved anti-virus, malware, and anti-spam solutions and
  2. increased redundancy throughout our network.
- The more robust solution makes more effective use of our bandwidth.
  - The single system has improved FVRL's ability to efficiently manage many aspects of our network previously contained in disparate solutions.
  - Due to the success of the project and the strength of FVRL's IT staff, the UTM vendor *Sophos* published a case study on the implementation.

**RADIO FREQUENCY IDENTIFICATION (RFID)**

Radio Frequency Identification (RFID) tagging of the collection has been completed, with the exception of a few small collections. RFID tags have supplanted barcode scanning as the standard in the marketplace. RFID provides more efficient materials handling, resulting in:

1. better customer service,
  2. improved inventory control, and
  3. reduced repetitive strain injuries (RSI) due to reductions in the repetitive movement associated with scanning barcodes.
- All self-check equipment is fully RFID compatible, providing customers with a smoother checkout experience, as well as improve efficiencies with check-in sorters.
  - FVRL's innovative management of this project over three years resulted in successful outcome with minimal additional investment and no negative impact on customer service.

**ENTERPRISE RESOURCE PLANNING SYSTEM**

Implementation of FVRL's Enterprise Resource Planning (ERP) system has progressed. The integration of internal management information across the entire organization is well under way, with Finance, Accounting, Payroll, and Human Resources now relying on this system.

- Tools are now being developed for staff to better manage libraries and departments and offer employee self-serve capabilities.

.../2

---

### PHYSICAL MATERIAL VENDORS

A Request for Expression of Interest process was completed for selecting FVRL's physical material vendors. Library vendors:

1. sell books, DVDs, music CDs, audiobooks and other physical materials, and
2. catalogue and process the items so that they are shelf-ready when they arrive at FVRL.

Submissions were received from 9 industry-leading vendors and the team shortlisted three.

- In the end the committee determined the best vendor of audio-visual materials was Library Bound Inc. of Vancouver and of books for adult, children and teen was United Library Services of Calgary.

### NEW EBOOK PLATFORM

FVRL was one of six libraries on the Canadian Advisory Council for 3M's Cloud Library Opening collection for launch. Near the end of 2014 downloadable audiobooks were added to the list of formats that may be provided by this service.

- This new platform allows us to expand the titles available for us to purchase for our customers.

### STREAMLINING OF DIGITAL DOWNLOADS

The two primary eBook and downloadable audiobook platforms, OverDrive and 3M Cloud Library have now been integrated into BiblioCommons, which is FVRL's online public access catalogue.

- This improves customer service by giving them one place to look.

### EXPANDING CHILDREN'S COLLECTION

FVRL was able to refresh the children's collection throughout our libraries with the drawdown from the Collection Expansion Reserve.

- Materials were made available to our locations near the end of the year, just in time for the holidays.

### FINES AND FEES PAYMENT

Self-checkout terminals throughout our libraries were equipped with Moneris payment pads.

- Along with online banking, this has provided another avenue that customers can pay their fines and fees without staff intervention.