

Public Library InterLINK

BOARD OF DIRECTORS MEETING

**Date:** Tuesday, November 24, 2015    **Time:** 5:00 p.m.  
**Place:** Burnaby Public Library – Metrotown Branch  
3<sup>rd</sup> Floor Board Room – 6100 Willingdon Avenue, Burnaby

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MINUTES

<b>Present:</b>	Ted Benson	BIPL
	Katy Alkins-Jang	BPL
	Laura Dupont	FVRL
	Rob Martin	GibPL
	Bradley Dickson	LALA (arrived 5:15 p.m.)
	Kathy Siedlaczek – <i>Board Vice-Chair</i>	NWPL
	Ian Bateson	NVCL
	Ken Lim	NVDPL
	Errin Morrison	PMPL
	Mark Bostwick	RPL
	Dan Fivehouse	SecPL
	David Gayton	SqPL
	James Bennett	SL
	John Schaub – <i>Board Chair</i>	VPL
	David Carter – <i>Board Treasurer</i>	WVML
	Michael Burris – <i>Executive Director</i>	InterLINK
	Rita Avigdor – <i>Recording Secretary</i>	InterLINK
<b>Guest:</b>	Ben Hyman	BC Libraries Cooperative (left 5:30 p.m.)
	Michael Shoop	The Shoop Group
<b>Absent:</b>	Sandra Hochstein	CPL
	Judith Walton	PemPL
	Paul Tutsch	WhPL

**050. Call to Order**

J. Schaub called the meeting to order at 5:00 p.m. and welcomed everyone including guests Ben Hyman, BC Libraries Cooperative and Michael Shoop, The Shoop Group.

**100. Approval of Agenda**

J. Schaub informed the Board that Agenda Item 701 will be moved up to “200 – Special Business” and will follow Agenda Item 201-Ben Hyman, BC Libraries Cooperative.

**MOTION:** D. Fivehouse moved and M. Bostwick seconded

**“THAT the Agenda be approved as amended.”**

**CARRIED**

## **200. Special Business**

### **201. BC Libraries Cooperative – B. Hyman**

B. Hyman thanked the Board for the opportunity to speak to the BC Libraries Cooperative initiatives. He noted that the Cooperative has gone national over the last 2 years and showed a short video that demonstrated the geographical area covered and some of the Cooperative's initiatives. He stated that all work of the Cooperative is optional and that the licensing work on e-resources is one of the key services that the Cooperative offers. The BC Libraries Cooperative negotiated nearly 200 e-resources on behalf of members. He briefly spoke to some of the digital challenges that they are faced with in terms of bridging the gap between US vendors and the needs of libraries. B. Hyman also provided a brief explanation on the Co-op's membership, its funding; and how the Board is composed. Currently two thirds of the Board are from BC; one is from Alberta and two are from Manitoba.

J Schaub thanked Ben for the update on BC Libraries Cooperative services.

### **701. Draft InterLINK Strategic Plan**

M. Shoop took the floor and gave a slide presentation on the Board Strategic Planning Session #2. He explained that he would review the slides rather quickly so that most of the time could be spent on the three (3) Key Strategic Directions. He made reference to "The VUCA World" noting that VUCA (Volatility, Uncertainty, Complexity, and Ambiguity) is an acronym that captures a number of increasingly evident attributes of our modern world. It is an idea that is causing major changes in how we plan and how we operate. He noted that the InterLINK Planning Committee is leading the Strategic Planning process. He is also working with the AAG to keep them apprised of progress. Work to-date is on track for review in January 2016 and implementation in February 2016.

He noted that at the recent Planning Committee meeting held November 17, 2016, Errin Morrison and Jane Watkins volunteered to work with Michael Burris and himself on wordsmithing the Vision, Mission and Values statement given that some of the values were repetitive and that the Mission statement read more like a Vision statement.

M. Shoop stated that Section 5 – Key Strategic Directions is the meat of the plan. Originally 4 Directions were put forward with one key direction being work on implementing the new governance manual. The Planning Committee felt that the governance work was foundational, not strategic and as a result reduced the Key Directions to three:

- Strategic Direction #1 – Advancing our Members Capacity in Leading Public Libraries
- Strategic Direction #2 – Enhancing Patron Experience
- Strategic Direction #3 – Demonstrating the Value Public Libraries to the Broader Community – or Engaging the Community – Branding and Coordinating Engagement with Funders/Partners.

Discussion ensued and it was noted that Strategic Direction #2 should probably become Strategic Direction #1 as it was more about putting put the focus on the patron.

M. Shoop reviewed the actions attached to the Strategic Directions and spoke briefly on the possible outcomes. Discussion around the need of "space" being a priority for member libraries took place. The question arose about what InterLINK could do collaboratively that would assist member libraries in this

area. For example, could InterLINK create a depository of last copy? Further discussion ensued, but there was agreement that many possible initiatives depended on the effectiveness of resource sharing.

There was also discussion on trimming the Key Directions to two and removing #3 as some felt that it was the role of individual libraries to demonstrate the value and advertise to the community. The role of the InterLINK Board was more to demonstrate the value of InterLINK to their member boards and funders. After discussion, Board members suggested that the Key Direction # 3 remain but that it be split into two directions - i.e. Demonstrating value of libraries and Partnerships. The wording for the Direction was also clumsy and it was suggested that the Planning Committee look at wordsmithing this.

Board members noted that they did not like the word “advancing” in Direction #1. Words such as “amplifying” and “enhancing” were suggested. It was further suggested that the wording be shortened for this Key Direction as well.

M. Shoop thanked Board members for their feedback and noted that the Planning Committee will work on these recommendations prior to the next draft being presented.

J. Schaub thanked M. Shoop for the update.

### **300. Minutes**

#### **301. Approval of the Minutes of the Board Meeting held September 29, 2015**

**MOTION:** I. Bateson moved and M. Bostwick seconded

**“THAT the Minutes of the Board Meeting held September 29, 2015 be approved.”**

**CARRIED**

#### **302. Approval of the Notes of the Board Strategic Planning Day held Oct. 17, 2015**

**MOTION:** K. Siedlaczek moved and D. Gayton seconded

**“THAT the Notes of the Board Strategic Planning Day held Oct. 17, 2015 be approved.”**

**CARRIED**

### **400. Correspondence**

#### **401. March 31, 2015 – to J. Schaub, InterLINK fr. B. Shaw, Ministry of Education**

M. Burris explained that the letter from Beverly Shaw, Ministry of Education accompanied the InterLINK grant that was received early April. As an oversight, it was not included in the May or September Board Agenda packages.

#### **402. Oct. 21, 2015 – to M. Burris, InterLINK from S. Felkar, BC LBFQ**

#### **403. Nov. 10, 2015 – to S. Felkar, BC LBFQ from M. Burris**

M. Burris explained that Agenda Items 402 and 403 resulted out of discussion on e-resources at the AAG meeting. The Co-ops Licensing Business Function Group Chair S. Felkar provided a brief summary on how the BC Libraries Cooperative negotiates e-resources on behalf of the province.

**MOTION:** I. Bateson moved and M. Bostwick seconded

**“THAT Correspondence Agenda items 401-403 be received.”**

**CARRIED**

**500. Statistics/Financial Report**

**501. Unaudited InterLINK Financial Statements for the period of Jan. to September 2015**

D. Carter informed the Board that he reviewed the Unaudited InterLINK Financial Statements for the period of Jan. to September 2015 with R. Avigdor, InterLINK Manager of Operations. He asked R. Avigdor to speak to the statements. R. Avigdor noted that revenues and most expenditures are on track for the nine month period. She explained that Workshops are over budget as one 2014 workshop was rescheduled in 2015 due to the illness of the presenter. A more detailed report would be given under Agenda Item 802 – 2015 Operating Budget Review.

**502. Circulation and Net Activity Comparison – January to September 2015**

R. Avigdor spoke to the Circulation & Net Activity Comparison for January to September 2015 and noted that the total circulation of 23,475,665 is a 4.48% decrease over the same period in 2014. Both the non-resident loans of 2,790,956 and net loans of 622,827 have also decreased over the same period in 2014. She noted that both Lillooet and North Vancouver District are net lenders for the first nine months of the year.

**MOTION:** D. Fivehouse moved and K. Siedlaczek seconded

**“THAT Agenda Items 501 and 502 be received.”**

**CARRIED**

**600. Reports**

**601. Report of the Board Chair**

J. Schaub gave thanks to all the committees on the work that they have done this year. He spoke briefly to the video he circulated to the Board on Calgary Public Library.

**602. Report of the InterLINK Executive Director**

M. Burris noted that most of the activities mentioned in his report are separate agenda items at this meeting. He informed the Board that InterLINK and NewToBC hosted an afternoon information and dialogue session on the Syrian refugee crisis today. The purpose of the session is to provide library staff and Board members information to assist in planning, programming and community partnerships and involvement. With regard to funding, libraries should be ready to apply for any new program that is offered. He noted that InterLINK’s funding for NewToBC was for April 1 2014 to March 31, 2016. An application for continued funding is pending and we are waiting for further news on whether the application was successful.

**603. Report of the Manager of Operations**

R. Avigdor noted that her report will primarily be given on the 2015 Operating Budget review and the Draft 2016 InterLINK Budget which are under Agenda Item 800 – New Business.

**604. Report of the Planning Committee**

K. Siedlaczek noted that it has been quite a year for the Planning Committee and she thanked the Planning Committee members for all their work on Governance and Strategic Planning for InterLINK.

**605. Report of the Finance Committee**

D. Carter also noted that the Finance Committee has been very active with looking at Financial Policies, the 2015 Operating Budget Review; and the Draft 2016 InterLINK Budget. He will report on this in more detail later on the agenda.

**606. Report of the Personnel Committee**

J. Schaub stated that there was nothing to report for the Personnel Committee.

**700. Continuing Business**

**702. Draft InterLINK Board of Director’s Governance Manual**

M. Burris noted that representatives of the Ad Hoc Governance Review Committee worked with John Kay of Realize Strategies on draft no. 11 of the InterLINK Board of Director’s Governance Manual. The draft was presented to the AAG at their November meeting and is now being brought forward to the full Board for review. Policies will become an addendum to the manual. M. Burris informed the Board that the intent is to forward this document to home member library boards for comment and consideration. Brief discussion ensued. M. Burris noted that he will circulate the document as soon as possible and set dates for feedback prior to the February 23, 2016 Board meeting so that the Ad Hoc Governance Review committee can review any recommendations or changes.

**MOTION:** D. Carter moved and L. Dupont seconded

**“THAT the Draft InterLINK Board of Director’s Governance Manual be received.”**

**CARRIED**

**703. Draft InterLINK Financial Controls**

M. Burris informed the Board that the Financial Control document was considered at the Finance Committee meeting. Adjustments were made to Clause #4 under Section 6: Reserve Funds. The Operating Reserve clause was revised to read: sufficient operating funds are maintained to cover expenditures for six months. M. Burris noted that this change will be made prior to sending it out to member boards. The Financial Control documents will be appended to the Governance Manual. D. Carter noted that the Finance Committee is continuing work on reviewing additional Financial Policies.

**MOTION:** J. Bennet moved and D. Fivehouse seconded

**“THAT the Draft Financial Control document be received as amended.”**

**CARRIED**

**704. InterLINK Patron Initiated ILL**

M. Burris noted that the InterLINK Board had passed a series of motions in 2014 to move InterLINK’s member libraries towards a system of patron-initiated interlibrary loans. One of the motions was that InterLINK provide funding to move BC’s instance of the Auto-Graphics SHAREit platform to Canadian servers. This was completed in 2014/2015. He noted that it is being recommended that the InterLINK Board approve the use of federation reserves to support the continuation of a Canadian-hosted platform of the SHAREit resource-sharing software in 2016. After discussion, the Board passed the following motion:

**MOTION:** D. Fivehouse moved and D. Carter seconded

**“THAT the InterLINK Board approve continued funding for Canadian hosting of the SHAREit resource-sharing platform in 2016 and that up to \$35,000 be moved from the General Reserve to support the implementation of patron-initiated ILLs.”**

**CARRIED**

**705. Audiobook Catalogue**

M. Burris spoke to the Andornot Proposal that recommends replacing the InterLINK Audiobook Program’s WebPublisher software with a system developed by Andornot that is now utilized by most of their clients. The Andornot software would become license compliant and would provide greater functionality for InterLINK and member library staff. This move would include \$7,000 in one time software costs and between \$7,000 and \$10,000 in fees to complete the conversion. M. Burris noted that the recommendation is that InterLINK contract with Andornot to replace the WebPublisher Pro Software currently in use with the Andornot Discover Interface. Brief discussion ensued and the question was raised about how long Andornot has been in business. M. Burris stated that they are a well-established company that has been in business over 20 years. They are also the group that developed the InterLINK website.

**MOTION:** I. Bateson moved and D. Fivehouse seconded

**“THAT the InterLINK Board approve contracting with Andornot to replace the WebPublisher Pro Software currently in use with the Andornot Discovery Interface and that up to \$18,000 be moved from the Audiobook Reserve in 2016 to support the implementation.”**

**CARRIED**

**706. Teen Reading Club**

M. Burris reminded the Board that InterLINK has managed the TeenRC since 2011. At the recent AAG meeting in November, the AAG expressed their appreciation of the efforts of teen and youth services staff. They reviewed the outcome-based evaluation of the TeenRC and in view of these reports, the AAG expressed concern that the TeenRC program is not having the level of impact across the federation and it has only had modest growth. The AAG advised that the InterLINK TeenRC in 2016 be replaced with a teen

engagement process to determine an appropriate collaborative approach to teen programming. The timing of this is appropriate as we currently do not have a TeenRC Coordinator. M. Burris noted that the AAG passed the following motion at their meeting:

“THAT 2016 Teen Reading Club funding be reallocated to a Teen Engagement process and that Michael Burris work with the Youth Services Committee to explore and recommend strategies for teen engagement and that work on this will be funded to a maximum of \$11,000.”

M. Burris explained that because of adjustments made necessary by the request to present a balanced budget for 2016, he is recommending that the funding for the work on the Teen Engagement process be capped at \$5,000.

The Board asked if there have been any discussions on what this program could be and what the \$5,000 would be spent on. M. Burris noted that the Youth Services Committee will look at options. The \$5,000 could support the hiring of a consultant to do the study.

**MOTION:** D. Fivehouse moved and K. Siedlaczek seconded

**“THAT the InterLINK Board accept the recommendation to place the InterLINK TeenRC on hiatus for 2016 and shift \$5,000 of program funding to support a teen engagement process that will determine if there is an appropriate role for InterLINK with regard to providing services to teens.”**

**CARRIED**

**800. New Business**

**801. Projections – 2015 Net Circulation Activity and Costs**

R. Avigdor spoke to the projections for the 2015 Net Circulation Activity and Costs and noted that the projections were based on the following:

- January to September 2015 Actual Circulation Statistics
- October to December 2014 Actual Circulation Statistics

The projections show that the 2015 total circulation is 31,043,150 and the 2015 non-resident activity is 3,711,806. The projected 2015 net non-resident activity is 827,786 and compensation for this is projected to be \$413,892, which is comprised of \$331,114 from operating funds and \$82,778 from net borrowing libraries. The calculations are a preliminary estimate only and are subject to change when final statistics are compiled in early 2016.

**MOTION:** D. Fivehouse moved and K. Alkins-Jang seconded

**“THAT the Projections – 2015 Net Circulation Activity and Costs be received.”**

**CARRIED**

## **802. 2015 Operating Budget Review**

D. Carter noted that the Finance Committee met prior to the InterLINK Board meeting and reviewed the 2015 Operating Budget Review. The review projects a marginal operating deficit of \$616. R. Avigdor commented on major variances of \$1,000 or more in both the revenue and expenditure sections. She noted that this is a forecast only and once the books have been closed and audited the actual amount of the deficit or surplus will be determined.

**MOTION:** D. Carter moved and K. Alkins-Jang seconded

**“THAT the 2015 Operating Budget Review be received.”**

**CARRIED**

## **803. Draft – Proposed 2016 InterLINK Budget**

Treasurer D. Carter asked R. Avigdor to speak to the Draft Proposed 2016 InterLINK Budget. R. Avigdor noted that Schedule A shows a decrease over the 2015 Budget which is mainly due to the NewToBC program as revenues and expenditure for this program only reflect 3 months of activity. The 2016 membership levies are at \$537,250 for 2016 which is the same level as 2015. She reviewed the major variances of \$1,000 or more in both revenue and expenditure sections. She also recommended that the Draft 2016 InterLINK Budget be revised to reflect a transfer of \$53,000 in the Revenues-Transfer from Reserve line. The \$53,000 is for the Board approved transfers of \$18,000 for the Andornot software for InterLINK’s Audiobook online catalogue and \$35,000 for the hosting of the Canadian Server for the Patron Initiated ILLs. The \$53,000 would be offset in the appropriate expenditure lines.

D. Carter informed the Board that the Draft Proposed 2016 InterLINK Budget should go back to member boards for input and he referred to the recommendation from the Finance Committee.

**MOTION:** D. Carter moved and D. Fivehouse seconded

**“THAT the Board of Directors of Public Library InterLINK adopt “Schedule A” as the Year 2016 Provisional Budget of Public Library InterLINK and authorize its onward transmittal to member library boards for their consideration and comment**

**and**

**THAT a final vote on the 2016 InterLINK Budget take place at the first InterLINK Board meeting in 2016. “**

**CARRIED**

M. Burriss noted that a cover letter outlining the procedure will accompany the Budget.

## **804. RFP Auditing Firms – re 2016 Audit**

M. Burriss informed the Board that an RFP was sent out to four auditing firms – KPMG, BDO Canada; Smythe Ratcliffe; and current Auditors Collins Barrow. Smythe Ratcliffe declined to reply as they felt they couldn’t match the current audit fee. No reply was received from KPMG. Both BDO and Collins responded and a recommendation will come forth at the February 2016 Board meeting when an Auditor is usually appointed.

**MOTION:** D. Fivehouse moved and K. Alkins-Jang seconded

**“THAT the update on the InterLINK 2016 Audit RFP be received.”**

**CARRIED**

**805. Draft – Proposed 2016 InterLINK Board Meeting Schedule**

M. Burris noted that one change to the proposed 2016 InterLINK Board Meeting schedule is to hold the Orientation at the February 2016 Board meeting instead of the March meeting.

**MOTION:** K. Siedlaczek moved and K. Alkins-Jang seconded

**“THAT the Proposed 2016 InterLINK Board of Directors meeting schedule be approved.”**

**CARRIED**

**806. Notice of Election**

J. Schaub informed the Board that in accordance with the Library Act, at its February 23<sup>rd</sup>, 2016 meeting, the Board must call for nominations and hold elections for the following positions:

- InterLINK Board Chair
- InterLINK Board Vice-Chair
- InterLINK Board Treasurer

**MOTION:** K. Alkins-Jang moved and M. Bostwick seconded

**“THAT the InterLINK Board hold elections for the positions of InterLINK Board Chair; InterLINK Board Vice-Chair; and InterLINK Board Treasurer at the February 23, 2016 InterLINK Board meeting.”**

**CARRIED**

**900. Other Business - none**

**1000. Around the Board**

Members of the Board participated in a truncated roundtable discussion to update other Board members on issues and events at each InterLINK library. Some topics included VPL’s new Criterion Collection of streaming classic movies; SL’s poet Laureate; BPL’s reading glasses drop off program; SqPL’s security measures; NVCL’s fundraising for digital station and Board’s student advisory position; PMPL’s launch of new library card; and BIPL’s new website.

J. Schaub thanked members for their updates and noted that a number of InterLINK Board members would not be returning in 2016. Mark Bostwick, RPL and Dan Fivehouse, SecPL confirmed that they will not be returning to the InterLINK Board as they have finished their term on their respective boards. Errin Morrison, PMPL, noted that she too will not sit on the InterLINK Board as she is assuming the position of Chair on the PMPL Board in 2016. J. Schaub presented the three Board members with a bottle of wine as a token of InterLINK’s appreciation for their dedication and work on the InterLINK Board. Outgoing Board members were acknowledged with a round of applause.

J. Schaub noted that he had one additional item on the Agenda and he turned the floor over to M. Burris to make an announcement. M. Burris informed the Board that after 32 years of service to GVLf/InterLINK, Rita Avigdor has given her retirement notification and that, when vacation and other benefits are factored in, she will be finishing sometime in May 2016. The Board acknowledged this announcement with a round of applause.

**1100. Information Items**

- 1101. Draft Minutes of the Finance Committee meeting held Oct. 29, 2015**
- 1102. Draft Minutes of the Administrators' Advisory Group – Special Meeting-Governance held October 16, 2015**
- 1103. Draft Minutes of the Administrators' Advisory Group – Special Meeting-Strategic Planning held October 16, 2015**
- 1104. Draft Minutes of the Administrators' Advisory Committee meeting held Nov. 6, 2015**
- 1105. Draft Minutes of the Planning Committee meeting held Nov. 17, 2015**

**MOTION:** L. Dupont moved and K. Siedlaczek seconded

**“THAT Agenda Items 1101 to 1105 be received.”**

**CARRIED**

**1200. Date of Next Meeting**

The date of the next regular Board meeting is:

**Tuesday, February 23, 2016 – 5 p.m. at BPL – Metrotown Branch**

**1300. Adjournment**

K. Siedlaczek moved adjournment at 8:00 p.m.