

Public Library InterLINK

BOARD OF DIRECTORS MEETING

Date: Tuesday, September 26, 2017 Time: 5:00 p.m.
Location: Burnaby Public Library – Metrotown Branch
3rd Floor Board Room – 6100 Willingdon Avenue, Burnaby

MINUTES

Present:	Ted Benson	BIPL (until 7:28 pm)
	Sheila Pierce	BPL
	Rob Martin	GibPL (until 7:28 pm)
	Jane Duber	LALA (by teleconference)
	Ian Bateson	NVCL
	Colleen MacMillan	NVDPL
	Judith Walton	PemPL
	Pat Merrett	PMPL
	Jordan Oye	RPL (until 7:28)
	Ann Hopkins	SecPL (by teleconference)
	David Gayton	SqPL
	Greg Down – Board Chair	SL
	Amanda Card	VPL (until 7:32 pm)
	Ron Shimoda – Board Treasurer	WVML
	Kelly Gartshore	WhPL (by teleconference)
	Michael Burris – Executive Director	InterLINK
	Allie Douglas – Recording Secretary	InterLINK
Guest:	Michael Shoop	
	Nicole Barber	
Regrets:	Sandra Hochstein	CPL
	Chuck Stam	FVRL
	Kathy Siedlaczek – Board Vice-Chair	NWPL

050. Call to Order

G. Down welcomed everyone and called the meeting to order at 5:00 p.m. Board members introduced themselves.

100. Approval of Agenda

MOTION: R. Shimoda moved and J Walton seconded

“THAT the agenda be approved as circulated.”

CARRIED

200. CONSENT AGENDA

- 201. Board Minutes, May 30, 2017
 - 202. Correspondence
 - 202 a. From M. Martin, Libraries Branch, re: Operating Grant 2017
 - 202 b. To M. Martin, Libraries Branch, re: Operating Grant 2017
 - 202 c. From VPL re: Compensation
 - 202 d. From RPL re: Compensation
 - 202 e. To Minister R. Fleming – Congratulations on Appointment
 - 203. Circulation Statistics, January-June, 2017
 - 204. Unaudited Financial Statements, January-July, 2017
 - 205. Reports
 - 205.1 Executive Director Report
- For information
- 206. Draft AAG minutes, September 8, 2017
 - 207. Draft GPC minutes, September 13, 2017

MOTION: I. Bateson moved and R. Martin seconded

“THAT the Consent Agenda be approved as circulated.”

CARRIED

300. CONTINUING BUSINESS

- 301. 2017 Operations Plan Review

M. Burris requested that the Operations Plan be discussed in the context of the Strategic Plan review.

- 302. InterLINK Strategic Plan Review

When the Strategic Plan was created in 2016, the Board committed to an annual review of the plan. The AAG undertook this exercise at their September meeting, and overall there was great deal of support for the current plan. It is important to ensure that the board remains comfortable with the plan.

M. Shoop spoke to the process for this review, which is more of a check-in than a total revision. The point of the discussion is to ensure that the Mission, Visions and Values remain relevant to the work of the Federation, and that the strategic directions still resonate.

The board agenda package included several questions to guide the strategic plan review discussion.

What changes in the library sector or in government/regulation could impact InterLINK's strategic direction?

It was noted that the impact of the change in government is not known yet, but that no major changes in direction with regard to libraries are anticipated during this fiscal year.

Are there emerging trends that could impact InterLINK's strategic direction?

Several Board members noted that libraries are increasingly called upon to help patrons learn to do things (ie apply for things online, use electronic resources) and are working less with physical items such as books. There is more demand on physical space, and less on the physical collection. The InterLINK Board will consider how best to support member libraries as they go through that change, and what would be helpful for resource sharing. The trend line with non-resident borrowing shows a decline, so it will be important in coming years to look at this core service and how resources are allocated and how value is shown.

It will also be important to find the key performance indicators and how to measure impact. Several InterLINK libraries are in a working group, investigating the use of Project Outcome to measure impact.

*Do the Vision, Mission and Values from the 2016 Strategic Plan still resonate?
Are InterLINK's values reflected in "the work" of the Federation?*

There was a question about why the value of libraries was not included during creation of the strategic plan. It was pointed out the AAG and Board felt that impact is something that can be demonstrated, while it was felt that "value" is personal and subjective and thus is harder to quantify.

When Ken Haycock was at the InterLINK Board meeting in May, he challenged the board on Innovation as a value – this question also went to the September AAG review. The consensus from the AAG was that Innovation is an InterLINK value, but the phrase may not be exactly right – the innovation is taking place in member libraries and InterLINK plays a supportive role. The Board agreed as several board members felt that library innovation is key.

Generally there was support for the Values, which along with the Mission, provide the course for the federation. The Vision statement is an aspirational statement, and something to aim for.

What goals have been achieved to-date?

The 2017 Operations Update shows the status of several goals. Enhancing Patron Experience is currently focused on Patron Initiated Interlibrary Loans, which are starting to get to a functional point; Building Member Library Capacity includes programming, NewToBC, and staff development including LLEAD. These items are all ongoing and working well. M. Burris also spoke to the PNE Library Day event, which took place in August. While it required a large amount of staff time from both member libraries and InterLINK staff, this was a very successful event for the Federation. The Working Group for the event will be holding one final wrap-up meeting, and are awaiting the PNE's data about the event. The AAG members feel it is important to maintain a level of flexibility that allows InterLINK to participate in events such as the PNE that may come up with fairly short notice.

Further discussion focused on Board members' interest in increasing sharing of information and expertise. Board members appreciate learning what is happening in other libraries. There is also interest in evaluating how resource sharing is working, and whether and how funds can be reallocated based on the decrease in physical item borrowing. There was discussion regarding the type of staff development supported by InterLINK, and the suggestion that InterLINK training expand the more basic level of staff training, with minimal travel costs, to ensure that workshops also reflect the needs of

smaller libraries. M. Burris noted that there is a staff training survey that goes out to library directors, and the operations plan, which the Board approves, reflects the direction requested in this survey.

MOTION: J. Walton moved and I. Bateson seconded

“THAT the InterLINK Board re-commit to the 2016-2019 Strategic Plan and direct staff to provide a 2018 Operations Plan for the December 5th meeting.”

CARRIED

303. Project LLEAD Evaluation and Update

M. Burris and M. Shoop provided a summary of the LLEAD evaluation. Overall the program is very well supported by member libraries, and has had excellent outcomes. After this next session (which is starting in November 2017) the schedule will be reviewed again prior to the third session. Some adjustments could be considered with the goal of making it more accessible to libraries outside Metro Vancouver, with the caution that those adjustments should not affect the quality of the program.

During the discussion about LLEAD, and reflecting on the discussion of the 2017 Operations Plan, there was a question about funding staff training at a more basic level: if it is anticipated that LLEAD be offered every other year, would it be possible to budget a similar amount for staff development each year, but to alternate the amount between leadership and general staff training? It was agreed that this approach should be considered in budget deliberations.

304. InterLINK Agreement Update

As directed by the board, the Governance & Planning Committee engaged a lawyer to review the draft agreement, and he made some suggestions for revisions. The Committee is working through the suggestions with a goal to bring it back to the Board for the next meeting.

305. Board Self-Evaluation

M. Burris spoke to the board self-evaluation, noting that he would circulate the link for the online survey via email. After review by the Governance and Planning Committee, the results and any accompanying recommendations will be presented at the December 5 Board meeting.

306. InterLINK Personnel Manual

InterLINK's Personnel Policies had not been reviewed for a number of years, were not held in any collated fashion and in some instances (for example, with regard to employee recognition) were non-existent. A priority for 2017 has been to pull all the various threads of policy into one up-to-date manual and add to the manual where necessary. It was noted that the personnel policies refer to same-sex partnerships with regard to spousal benefits, but that spousal benefits in general were not covered in the policies. M. Burris noted the oversight and will correct. The policies were based on those in member libraries' personnel manuals, and were reviewed by library directors and the executive committee.

MOTION: I. Bateson moved and R. Shimoda seconded

“THAT the Board of Directors of Public Library InterLINK adopt the draft InterLINK Personnel Manual as the official personnel manual of the Federation with the changes to section 3.10 as discussed.”

CARRIED

- 307. Policy Development
 - 307.1 Financial Control Policy
 - 307.2 Credit Card Policy
 - 307.3 Procurement Policy

M. Burriss and R. Shimoda spoke to these items. The InterLINK Board approved the Financial Control Policy in February 2016. As part of the review of the InterLINK Agreement, it was noticed that there is language in the policy that replicates what is in the Agreement. The Finance Committee is recommending the Financial Control policy be edited for the purposes of clarification.

The updated policy language references the fact that the principle of compensation is enshrined in the InterLINK Agreement and references procedures with regard to compensation. The revised policy is attached. Duplicate language has been struck through and procedural language added to Section 5.

Finally, clarification of why a surplus may occur has been added to Section 7 at the request of the Libraries Branch.

The Credit Card and Procurement Policies are new, and were created in consultation with the Finance Committee.

MOTION: R. Martin moved and I. Bateson seconded

“THAT the Board of Directors of Public Library InterLINK approve the updated version of the InterLINK Financial Control Policy.

AND

THAT the Board of Directors of Public Library InterLINK approve the InterLINK Procurement Policy.

AND

THAT the Board of Directors of Public Library InterLINK approve the InterLINK Credit Card Policy.”

CARRIED

400. NEW BUSINESS

401. Member library presence at PNE 2017 – Update

M. Burris spoke to this during the discussion of goals in items 301/302.

500. IN-CAMERA - none

600. AROUND THE BOARD - This is an opportunity for members of the Board to update other Board members on issues/events at their own library.

Construction and renovation projects at a number of member libraries, funding and strategic plan development, increasing demand for Wi-Fi access, the end of overdue fines and a new website at WhPL, a new Director search at GDPL, and BPL's very successful drag queen storytime were among the topics of discussion.

800. DATE OF NEXT MEETING: Tuesday, December 5, 2017
BPL – Metrotown Branch
5:00 p.m.

900. ADJOURNMENT

I. Bateson moved adjournment at 7:37 pm

Minutes approved December 5, 2017: _____
G. Down, Board Chair