

APPROVED (Motion #10.06.23/01)

**REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD**

**Wednesday, April 28, 2010 — 10:25 a.m.**

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

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**Attendees from the Board**

Director Bill Dickey, Fraser Valley Regional District (Vice Chair)  
Councillor Simon Gibson, City of Abbotsford  
Councillor Terry Gidda, District of Mission  
Councillor Linda King, District of Maple Ridge  
Councillor Gayle Martin, Metro Vancouver  
Councillor Ken Huttema, City of Chilliwack  
Councillor Bob Perry, Village of Harrison Hot Springs  
Councillor Anne Peterson, Corporation of Delta  
Councillor Ron Smith, District of Hope  
Councillor John Van Laerhoven, District of Kent  
Councillor Deb Walters, City of Pitt Meadows  
Councillor Grant Ward, Township of Langley

**Regrets**

Mayor Peter Fassbender, City of Langley  
Councillor Helen Fathers, City of White Rock  
Councillor Michael Wright, City of Port Coquitlam

**Attendees from Staff**

Rob O'Brennan, Chief Executive Officer  
Mary O'Callaghan, Director of Corporate Services  
Scott Hargrove, Acting Director of IT and Support Services  
Rita Penco, Director of Client Services  
Irene Geng, Executive Assistant to the Chief Executive Officer (Recorder)  
Pat Dawson, Library Manager—Langley City & Port Coquitlam  
Brad Fenrick, Manager of IT  
Caro O'Kennedy, Library Manager—Maple Ridge & Pitt Meadows  
Hilary Russell, Library Manager—Abbotsford  
Frances Thomson, Acting Library Manager--Delta

**CUPE Local 1698 Representatives**

Laurie Dyck  
Leanne Fruno

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### A CELEBRATION OF CONTRIBUTIONS: HONOURING COUNCILLOR JENNY STEVENS

The regular meeting of the Fraser Valley Regional Library Board was preceded by a celebration breakfast that began at 9:00 am, at which **Councillor Jenny Stevens**, former FVRL Board member representing the District of Mission, was presented with the BC Library Trustees' Association *2010 Super Trustee Award*. **Mayor Peter Fassbender**, FVRL Board Chair, presided over the occasion. Special guests, in addition to the guest of honour, were **Charlie Fox**, Jenny's son; **Rose Bennett** and **Marilynne Davis**, Jenny's friends; and District of Mission **Mayor James Atebe**.

Mayor Atebe offered a tribute to Councillor Stevens on behalf of the District of Mission, Mayor Fassbender spoke on behalf of Fraser Valley Regional Library's Board, Chief Executive Officer Rob O'Brennan lauded her contributions on behalf of FVRL staff, and Councillor Anne Peterson, FVRL's representative to the BC Library Trustees' Association, presented the BCLTA *Super Trustee Award* to Councillor Stevens—and Dolly, her guide dog. Following the presentation, Charlie Fox, Rose Bennett, and Marilynne Davis told stories about their adventures and experiences with Councillor Stevens.

The award was inscribed with these words: "BCLTA Super Trustee Award Presented to Councillor Jenny Stevens & Dolly for outstanding service towards the development of the Fraser Valley Regional Library. British Columbia Library Trustees' Association, April 2010."

#### 1.00 **CALL TO ORDER**

Director Bill Dickey, Vice Chair, called the regular meeting of the Fraser Valley Regional Library Board to order at 10:25 am.

#### 2.00 **APPROVAL OF CONSENT AGENDA**

Chief Executive Officer Rob O'Brennan summarized highlights of the meeting Education Minister Margaret MacDiarmid held with BC Library Trustees' Association Andy Ackerman; BC Library Association Alane Wilson; Association of BC Public Library Directors Heather Scoular; and BC's public libraries representative Langley City Mayor Peter Fassbender and FVRL Board chair.

Councillor Gibson asked about the possibilities of organizations such as the BC Library Trustees' Association holding meetings and voting online.

Rob O'Brennan indicated that accessing meetings online and via teleconference is occurring in some instances.

Scott Hargrove, Acting Director of Information Technology and Support Services, disclosed that bandwidth limitations make videoconferencing sustainable only at FVRL's Administrative Centre at this point.

Councillor Gidda asked about the possibility of having a representative from BC Library Trustees' Association address the FVRL Board.

Councillor Walters praised the BCLTA's online orientation program for library trustees.

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

**CARRIED**

10.04.28/01

Consent Agenda Approved

3.00 **APPROVAL OF AGENDA**

It was **MOVED** Councillor Gidda, **SECONDED** Councillor Ward, **THAT** the agenda be approved as circulated.

**CARRIED**

10.04.28/02

Agenda Approved

4.00 **BUSINESS ARISING FROM THE MINUTES**

4.01 **FVRL Strategic Directions 2011-2013**

It was **MOVED** Councillor Huttema, **SECONDED** Councillor Van Laerhoven, **THAT** the FVRL Strategic Directions 2011-2013 be approved.

**CARRIED**

10.04.28/03

FVRL Strategic Directions 2011-2013 Approved

4.02 **FVRL Code of Conduct Working Group Report**

Rita Penco credited Pat Dawson, Library Manager – Langley City and Port Coquitlam, for leading the FVRL Code of Conduct working group, as well as Frances Thomson, Acting Library Manager—Delta, who assisted her.

Councillor King expressed her desire that FVRL staff receive regular training each year in dealing with problem behaviour and that proper resources be made available for that purpose.

Councillor Gibson described a continuum related to the use of force in policing and suggested FVRL might develop a similar continuum in dealing with difficult customer behaviour. In addition to being prescriptive for staff responding to challenges, the continuum may be proscriptive for customers if they have access to it.

Councillor Huttema pointed out that librarians are trained as librarians, not social workers or police, and noted that at some point bringing in outside professional help and excluding difficult customers may be appropriate.

It was **MOVED** Councillor Gibson, **SECONDED** Councillor King, **THAT** the FVRL Code of Conduct Working Group Report be received.

**CARRIED**

10.04.28/04

FVRL Code of Conduct Working Group Report Received

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5.00 **NEW BUSINESS**

5.01 **Upgrade to Accounting Software**

Mary O'Callaghan briefly summarized the reasons for upgrading FVRL's accounting software.

It was **MOVED** Councillor Ward, **SECONDED** Councillor Smith, **THAT** the withdrawal of \$25,000 from the Automation Reserve be approved to implement FVRL's accounting software upgrade.

**CARRIED**

10.04.28/05

Accounting Software Upgrade Approved

6.00 **OTHER BUSINESS**

There was no other business.

7.00 **AROUND THE TABLE**

Councillor Peterson described highlights of the BC Library Trustees' Association conference she attended, applauded the FVRL staff who led the Reading Link Challenge final, and praised the winning team of students from Delta.

Councillor Gidda noted the importance of up-to-date software and encouraged FVRL to keep its software current.

Director Martin reported attending the Reading Link Challenge final on behalf of the City of Langley and praised staff organizers for hosting an entertaining event.

Councillor Ward described improvements at Walnut Grove Library that enhanced the public's library experience.

Councillor King commented on recent furniture rearrangements at Maple Ridge Library that added to its welcoming ambience.

Councillor Walters stated that videos shown at the March Board Retreat to show how other cities are designing their libraries had been a helpful resource for residents who attended an Open House hosted by the City of Pitt Meadows about plans for the new library.

Councillor Van Laerhoven reported that the BC Library Trustees' Association Trustee Orientation Program he attended in North Vancouver had been a very fruitful session. Over the course of the seminar he also learned that FVRL is probably the best library system at preparing trustees to do their job and integrating new trustees with the Board. He added that the Agassiz Library is looking forward to its second annual Quiz Night for "know-it-alls."

Councillor Huttema disclosed that planning for Chilliwack's second library is ramping up.

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Councillor Smith announced that he, along with two teams from Hope, will join Agassiz "know-it-alls" for Quiz Night.

8.00

**QUESTIONS**

There were no questions.

9.00

**NEXT MEETING**

The next regular meeting of the FVRL Board will be held:

**Wednesday, June 23, 2010**  
**9:00 am to 12 noon**  
FVRL Administrative Centre  
Administrative Centre  
34589 Delair Road, Abbotsford, BC

10.00

**ADJOURNMENT**

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

**CARRIED**  
10.04.28/06  
Adjournment

The meeting adjourned at 11:00 a.m.