

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, March 25, 2015 - 9:00 a.m.
FVRL Administrative Centre
34589 DeLair Road, Abbotsford, BC V2S 5Y1

- | | | |
|-------|---|---|
| 1.00 | CALL TO ORDER | Councillor Helen Fathers, Vice Chair |
| 2.00 | APPROVAL OF CONSENT AGENDA
<i>Motion</i> | THAT the Consent Agenda be approved as circulated. |
| p. 2 | 2.011 Minutes | Enclosure:
◆ February 25, 2015 Meeting Minutes |
| p. 9 | 2.012 Library Reports | Enclosure:
◆ Library Reports |
| p. 24 | 2.013 <i>Library Live and On Tour</i> | Enclosure:
◆ <i>Library Live and On Tour</i> Report |
| p. 26 | 2.014 Notes of Appreciation | Enclosure:
◆ Notes of Appreciation |
| 3.00 | APPROVAL OF AGENDA
<i>Motion</i> | THAT the Agenda be approved as circulated. |
| 4.00 | PRESENTATION | |
| 4.01 | FVRL's Shipping & Receiving Operations
<i>Information</i> | John Wiebe, Shipping & Receiving Driver |
| 5.00 | BUSINESS ARISING FROM THE LAST MEETING | |
| 5.01 | FVRL's InterLINK Representative | Councillor Helen Fathers, Vice Chair |
| p. 27 | <i>Election</i> | Enclosure:
◆ FVRL Board Representative to Board of Public Library InterLINK |
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6.00 NEW BUSINESS

6.01 **Overview of FVRL Fines and Fees** Scott Hargrove, Chief Executive Officer

p. 28 *Information*

Enclosure:

- ◆ Overview Of FVRL Fines And Fees

6.02 **Board Planning Days**

Discussion

Scott Hargrove, Chief Executive Officer

- ◆ Verbal report

7.00 OTHER BUSINESS

8.00 AROUND THE TABLE

9.00 QUESTIONS

10.00 **MOVE TO *IN CAMERA* SESSION**
Motion

THAT the Board move to *In Camera* session.

11.00 **NEXT MEETING**
Information

The FVRL Board will meet next for Planning Days:

Wednesday and Thursday, April 22 and 23, 2015

8:00 am - 4:30 pm

Ramada Plaza Conference Centre

Mount Baker Room

36035 North Parallel Road

(Highway 1, Exit 95 Whatcom Rd)

Abbotsford, BC V3G 2C6 CA

12.00 **ADJOURNMENT**
Motion

THAT the meeting of FVRL Board be adjourned.

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, February 25, 2015

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Attendees from the Board

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

Regrets

Director Maria Harris, Metro Vancouver

Guest

Councillor Heather King, Corporation of Delta
(Alternate to FVRL Board)
Councillor Danny Plecas, District of Mission
(Alternate to FVRL Board)

Attendees from Staff

Scott Hargrove, Chief Executive Officer
Cathy Wurtz, Director of Human Resources &
Business Transformation
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 Deputy Manager–Mission
Library & Outreach Services
Mary Kierans, Manager of Support Services
David Thiessen, Library Manager–Township of
Langley & White Rock

Consultant

Nancy Gomerich, NG Consulting

CUPE Local 1698

Laurie Dyck

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1.00 CALL TO ORDER

Mayor John Van Laerhoven, Board chair, called the regular meeting of the Fraser Valley Regional Library Board to order at 9:03 am.

2.00 APPROVAL OF CONSENT AGENDA

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

CARRIED

15.02.25/01

Consent Agenda Approved

2.01 Approval of Minutes

It was **MOVED** Councillor Kanakos, **SECONDED** Director Dickey, **THAT** the Minutes of the February 4, 2015 Board meeting be approved as circulated.

CARRIED

15.02.25/02

Minutes Approved

3.00 APPROVAL OF AGENDA

Councillor Kanakos asked that two items be added to the agenda: (1) FVRL's InterLINK representative and (2) topics for future Board meetings.

It was **MOVED** Councillor Bell, **SECONDED** Councillor Dupont, **THAT** the agenda be approved as amended.

CARRIED

15.02.25/03

Agenda Approved As Amended

4.00 BUSINESS ARISING FROM THE MINUTES

4.01 Weighted Vote: 2015 BUDGET

It was **MOVED** Councillor Stam, **SECONDED** Mayor Viktor, **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.

CARRIED

(District of Mission Opposed)

15.02.25/04

2015 Budget Approved

5.00 NEW BUSINESS

5.01 **Chief Executive Officer's Report**

Scott Hargrove, Chief Executive Officer, highlighted key activities and progress on projects in which he was involved during his first month as chief executive officer.

5.02 **2014 Summary Report: Information Technology and Support Services**

Dean Kelly, Acting Director of Information Technology and Support Services, elaborated on network security, the vendor selection process, and completion of the collection's radio frequency identification project.

5.03 **Getting to Know FVRL**

Chief Executive Officer Scott Hargrove highlighted several advantages to FVRL's member communities to being part of Fraser Valley Regional Library, providing background demonstrating that FVRL members pay less for library service because of FVRL's reduced technology costs; dramatic savings in purchasing; as well as staff efficiencies and expertise. (PowerPoint presentation attached.)

6.00 OTHER BUSINESS

6.01 **FVRL's InterLINK Representative**

Councillor Kanakos explained that she cannot serve as FVRL's Public Library InterLINK representative because these meetings conflict with her council schedule.

Mayor Van Laerhoven asked Board members to consider volunteering to serve as FVRL's InterLINK representative. The Board will revisit this matter at the March Board meeting.

6.02 **Topics for Future Board Meetings**

Councillor Kanakos noted some topics of personal interest that she suggested could be discussed at future Board meetings. The Board chair received them for consideration.

6.03 **Letter from Mayor Lois Jackson, Corporation of Delta**

The Board received a letter from Mayor Lois Jackson, in which concerns of Delta council were detailed.

It was **MOVED** Councillor Barkman, **SECONDED** Councillor Dingwall, **THAT** FVRL staff contact the Corporation of Delta to address the concerns directly, involving the Board Executive Committee as appropriate and necessary, and **THAT** any of these matters that are of regional concern subsequently be brought forward to the Board.

CARRIED
15.02.25/05
Delta Concerns

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7.00 AROUND THE TABLE

Mayor Vicktor asked for a Board discussion of efficiencies at FVRL.

Councillor Arnason expressed thanks to Scott Hargrove for his presentation on the advantages of being part of FVRL, adding that this provided valuable information for new Board members, their councils, and their communities.

Councillor Stevens reiterated the District of Mission's disappointment that the approved budget did not include more for purchasing library materials and that her vote in opposition to the budget was for that reason.

Councillor Dingwall suggested that a councillor participate when hiring library managers for the purpose of ensuring a good fit for the community and to create buy-in.

Councillor Dupont echoed comments of Councillors Arnason and Stevens, adding that the vast array of programs available at FVRL programs is inspiring.

Councillor Bell reported that a fellow councillor who attended the retirement celebration for Maple Ridge and Pitt Meadows library manager was tremendously impressed by the honour and esteem for the library and for FVRL that was reflected in the event.

Mayor Van Laerhoven noted that, in response to local budget needs and a change in customer attendance patterns, Agassiz Library is reducing its hours of operation by three hours a week. He expressed appreciation to FVRL's management and staff for their assistance in the process.

8.00 QUESTIONS

There were no questions.

9.00 NEXT MEETING

The next meeting of the FVRL Board will be:

Wednesday, March 25, 2015

9:00 am

FVRL Administrative Centre

34589 DeLair Road, Abbotsford, BC V2S 5Y1

10.00 ADJOURNMENT

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

CARRIED
15.02.25/06
Adjournment

The meeting adjourned at 10:25 a.m.



Advantages of Being Part of FVRL

Scott Hargrove
Chief Executive Officer

Read. Learn. Play.

FVRL Advantages

FVRL Members Pay Less Because Of:

1. Reduced technology costs
2. Dramatic savings in buying books, DVDs, and everything our customers borrow
3. Staff efficiencies and expertise



Read. Learn. Play.

Technology Advantages

FVRL's network is built on an industry-standard Microsoft-based network:

- Eliminates duplication of systems
- Includes library-specific technology:
 - Integrated Library System (ILS)
 - Public Computing Security



Read. Learn. Play.

ILS Saving Advantages

FVRL's ILS would cost about **\$500,000** to replace.

- For a small community, the same system would cost about **\$150,000**
- If 12 of our municipalities purchased their own system: **\$1.8 million**



Read. Learn. Play.

ILS Saving Advantages

- FVRL annual ILS maintenance costs: **\$180,000**
- Independent library annual ILS maintenance costs: **\$60,000**
- 12 municipalities paying annual ILS maintenance would total **\$720,000**



Read. Learn. Play.

Collection Advantages

FVRL's collection "floats"

- Books are not owned by a library, but are **shared** amongst all libraries
- Cuts shipping costs almost in half
- **Better selection** for our customers at significantly **reduced cost**



Read. Learn. Play.

Collection Advantages

➤ FVRL's volume-purchasing **discounts** are the **largest available** in the industry,

30-40%!

➤ A smaller, independent library pays at least **20% more than FVRL** for its books, DVDs, etc.



Read. Learn. Play.

Collection Advantages: Example 1

Terry Fox Library has about **65,000** items on its shelves.

➤ As an independent library, Terry Fox would be able to afford only **50,000** items

➤ Terry Fox customers now also have access to over **1,000,000** items **through FVRL**



Read. Learn. Play.

Collection Advantages: Example 2

The **3** Corporation of **Delta libraries** have approximately **120,000** items on their shelves.

➤ As an independent library system, Delta would be able to afford only **96,000** items

➤ Delta customers now also have access to over **1,000,000** items **through FVRL**



Read. Learn. Play.

Staff Efficiencies and Expertise

➤ Large libraries can hire **specialized staff** that independent libraries cannot.

➤ Processes such as purchasing, hiring, payroll, marketing, and budgeting are done centrally, **once** for **25** libraries.



Read. Learn. Play.

Ministry of Education Direction

The Ministry of Education has mandated that libraries:

1. Participate in shared services
2. Seek economies of scale
3. Work with other libraries and community partners to reduce costs and improve services



Read. Learn. Play.

Ministry Alignment Advantages

Your local government benefits from FVRL's:

1. shared services
2. economies of scale
3. work with other libraries and community partners to reduce costs and improve services



Read. Learn. Play.

Abbotsford Libraries

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

LITTLE LIBRARY THAT COULD

FVRL celebrates its 85th year in 2015 and the tiny Mt. Lehman Library is one example of the many ways that FVRL has carried out library service in communities up and down the Fraser Valley since 1930. Opened in 1974, as part of the Fire Hall, the Mt. Lehman Library continues to this day as a tiny, one-room library just down the road from the historic Mt. Lehman Community Hall which was built in 1904. Although the library is only open part time and can boast only one staff member, it carries on a long tradition of library service in the historic Mt. Lehman area.

Library service to the bustling Mt. Lehman community of the 1930s began as a stop on the Book Van route of the Fraser Valley Demonstration Library (now FVRL). It then likely became a deposit collection and, over the years, had many homes, finding space early on in the Boots, Shoes and Harness Shop, the general store and, at one point, in the Veteran's Club building. Today, as a small but full service library, it offers access to over 1 million items in the FVRL collection via the online catalogue.

In spite of its small size, Mt. Lehman Library continues to connect people to a world of information and ideas and is seen as a small but vital community destination for literacy, information, and recreation. In January, Mt. Lehman Library invited children ages 5-8 to drop in once a week for a Picture Book Club which the Mt. Lehman and Bradner Elementary Schools helped to promote. The objective was to bring community members into the library as well as increase children's reading and enjoyment of books by offering story and activity sessions. Each week had a different focus such as folktales, poetry, authors and illustrators.

The Picture Book Club program highlights the fact that informal learning complements formal school-based learning. In addition, it demonstrates that even the smallest library can collaborate with community partners to help children practice literacy skills while enjoying books and reading. FVRL celebrates 85 years of wonderful service to communities of all sizes, like historic Mt. Lehman in the Fraser Valley.

Agassiz Library

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

AGASSIZ LIBRARY IS ALL DOLLED UP

While the library is a great place for to wander the aisles looking for books, there is something else that many Agassiz residents have enjoyed recently while browsing the shelves. Local resident Val Edmondson offered to put her collectable doll display in the library and it was easy to say “Yes!” Her personal collection consists of over 400 dolls, but she put just over a hundred on top of the bookshelves for the public to enjoy. The variety and age of them was remarkable and they caught the eye of all who walked in the doors. Over the course of two months library customers would visually browse these refined, well dressed little entities and many times made a special trip back to bring friends or relatives to enjoy them.

There is always more to the library than just books...we are proving that every day.

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

WITH THE CLICK OF A MOUSE

Every month, Chilliwack Library conducts an Absolute Beginners computer training series (4 sessions over 2 weeks). Some might be surprising to learn that there are many people in the modern world who don't know how to turn a computer on or use a computer mouse, but the classes fill up months in advance. Most of the participants are seniors who need help to get started in the digital age they live in.

There is a serious 'digital divide' with our elders and this is a challenge for everyone who serves seniors. Lack of basic computer knowledge hinders access to information about health, government services, current events and news, and communication with loved ones.

There are few things that feel as good to library staff as an Absolute Beginners Computer Training 'graduate' bragging that they now email their grandchildren every day, that they found a website with helpful gardening hints, or that they filled out a form online.

The Chilliwack Library staff is committed to guiding our community's seniors to become as digitally literate as they want to be, expanding their participation in society and enhancing the quality of their lives. The one-on-one sessions give the seniors the time needed for their specific learning styles with a librarian who has the experience to guide them through the process from beginning to end.

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

CHILDREN BRING THEIR PARENTS

For many people libraries are a place for children. Libraries offer Babytimes, Storytimes, summer programming, school collaborations, and so much more. For many families this is the limit of their knowledge about what libraries offer. Recently Delta staff was reminded that it is often our children's services that bring in adults who then learn how the library services can meet their needs as well.

THE AMAZING CHAIR!

Tsawwassen Library recently received the gift of a giant, fuchsia, gold-embossed chair. This chair does not match our carefully coordinated colours, nor is it something that we would ever choose for our modern and tasteful children's area. Despite some misgivings at accepting this gift, the chair is a hit! Storytellers have room to include a child or two while they are leading a group. The chair fits up to 3 or 4 small children who sit and read together. Almost every day there is a picture-taking moment and story about the use of the chair. Recently, Tsawwassen staff noticed two families being dragged into the library by their children who wanted them to see the amazing chair. Both these children had attended a library program with their school and, in both cases, their parents were not regular library customers. After viewing the chair, the families stayed awhile in the library. The father found his favourite magazine and borrowed the entire last year. A mother discovered the mystery area and happily checked out her favourite author's newest novel. The teenage brother of a chair-obsessed sibling happily sat reading a graphic novel while his brother showed off "The Chair."

SPECIAL OLYMPIANS

As another reminder, two young adult members of our Next Chapter Book Clubs, one from George Mackie and one from Ladner Pioneer, recently participated in the BC Special Olympics and won medals. Each young man brought their parents with them to show off their medals and to have pictures taken with their favourite library staff. Their parents were overwhelmed by the congratulations and our care of their children. These parents have become new customers through our in-library programs offered to their children.

We often share stories of our unique or extraordinary services and programs in our communities. It is gratifying to also hear that our more traditional services, offered to the young people throughout Delta, are also bringing new customers to our libraries.

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

THE LIBRARY: A RECOGNIZED COMMUNITY PARTNER FOR INCLUSIVITY

The annual Fraser Valley Cultural Diversity Awards, organized by Abbotsford Community Services in partnership with Mission Community Services, Chilliwack Community Services, and New Directions in Langley, celebrate best practices in recognizing the diversity of our communities. Nominations are received for individuals, organizations, schools, businesses, and programs that work towards building an inclusive community.¹

City of Langley Library was honoured to be a 2015 nominee in the category of Inclusive Environment. Reflecting the social complexity of our community, in the library at any time people will find a meeting place that crosses generational, cultural, and socio-economic lines. Newcomers and visitors are welcomed, inclusivity is valued, and the community's culture is shared.

How does the library accomplish this? Among other City of Langley Library initiatives and services:

- Library staff members have been regular contributors to Little Feathers Playgroup, sharing stories, rhymes, and songs with Aboriginal families. Recently library staff worked much closer with Little Feathers staff to respectfully align the library presentations to the Playgroup's Medicine Wheel.
- Through FVRLs floating collection, people can read books in 13 world languages. Finding reading material in one's own language contributes to an environment of acceptance as it reinforces the value the community places on one's own culture and history.
- City of Langley Library was an early partner in Langley's Early Years Refugee Project. Building on that partnership, staff still visit local welcome centres for immigrants to introduce children and their caregivers to the best of English language children's storybooks, songs and rhymes. These visits support language acquisition development while providing opportunities for social and emotional growth in a Storytime setting.

Adding to the distinction of being a Fraser Valley Cultural Diversity Awards nominee is the recognition by a local community partner. The library's nominator is a teacher and programmer at New Directions, a Langley community-based organization providing English language instruction to newcomers to Canada. To be recognized as a contributor to inclusivity by a community partner with the same goals is an added honour.

¹ <http://www.abbotsfordcommunityservices.com/news/events/cultural-diversity-awards> accessed March 7, 2015

Township of Langley Libraries

By David Thiessen, Library Manager
Meeting of February 15, 2015

Township of Langley Libraries Celebrate Lunar New Year

In order to encourage the growth of an inclusive, vibrant, and engaged community (part of FVRL's organizational values) the Township of Langley Libraries continue to foster an understanding of the diversity that makes up our community through a series of targeted programming efforts.

Each year we celebrate World Cultures Month, Canadian Multiculturalism Day, International Women's Day, Langley International Festival, and United Nations Human Rights Day (in partnership with the Baha'i Community of Langley). What binds us together is the acceptance of this wealth of cultures, beliefs, perspectives, attitudes, and aspirations.

It was in this larger context that on February 17 the Township Libraries hosted its seventh annual Chinese New Year event at the Muriel Arnason Library to mark the Year of the Sheep. Township Mayor Jack Froese and Councillor Petrina Arnason attended the event and conveyed Happy New Year wishes. Langley-based artists Kosheng Ko and Su-Chen Huang taught the Chinese art of lantern making and helped attendees make the lanterns. Families and children also made lucky envelopes and enjoyed food and music. Over 170 people of all ages attended.

Through programs like these the library is taking a key role in helping ensure the Township's growing diversity is understood and celebrated. In the process, the library not only celebrates the unique contributions of each individual group, but also, by regularly bringing the various groups together and positioning them to work together in the future, we strengthen the community as a whole.

Maple Ridge Library

By Hilary Russell, Acting Library Manager
Meeting of March 25, 2015

CELEBRATING OUR ROOTS

While we often tend to look toward the new and innovative - eResources, mobile technology, charging stations, popular collections and the latest ideas and trends - looking back at the past is equally important to our FVRL communities, and is particularly meaningful to Maple Ridge residents as the community celebrates its 140th anniversary as well as its recently earned status as a city.

In honour of the one hundred forty-year milestone, and in keeping with FVRL's *Celebrate Your Roots* theme this season, the Maple Ridge Public Library recently launched *Local Voices: 140 Years* in collaboration with the Community Heritage Commission, the Maple Ridge Historical Society, the Maple Ridge Family History Group, and Golden Ears Writers. The monthly series, which features a different roster of local speakers each session - from fishing guides and computer programmers to writers, historians, and entrepreneurs - focuses on the past, but it also informs a wider discussion of how the past relates to the present and future, and sparks debate on the meaning of community and the changing shape of the Maple Ridge community itself. Feedback has been unfailingly positive, and the program's audience more than doubled between its first and second sessions, so an additional season is being planned for Fall 2015.

In addition to programming, the library works to satisfy the ongoing Maple Ridge appetite for local, regional, and family history in a number of other ways:

1. knowledgeable staff;
2. access to FVRL databases, including Ancestry.com;
3. genealogical, local and regional history print resources, including books, historical telephone directories, community profiles, magazines, pamphlets and newsletters;
4. a complete collection of Maple Ridge Museum and Archives historical research files on local people, businesses, government, schools and important events;
5. permanent and temporary displays maintained by Maple Ridge Museum and Archives and Maple Ridge Family History;
6. microfilm archive of local and regional newspapers, some starting as early as 1861;
7. microfilm archive of early BC directories, death and marriage indexes and census.

Mission Library

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

SUPPORTING TEACHERS WITH THEIR GOALS

Staff of Mission Library often visits local schools to connect with children and teens. For example, our Teen Book Club program, where we visit high schools twice a month to lead a lunchtime book discussion, is a well-established vehicle to engage kids with reading and expand our reach beyond the library walls. Along with the Teacher-Librarian, our Library Technician chooses titles and provides books for discussions that often go well beyond the book into philosophy, religion, politics, ethics, and more. However, beyond the students, we see the teachers as some of our most important partners and we take every opportunity to meet with them directly and support them with their educational strategies.

Participating in Pro-D Day

For instance, recently one of our Library Technicians was invited to attend a local elementary school's Professional Development Day to present FVRL resources and services for teachers. The dozen or so teachers who attended were all very enthusiastic about the digital resources we shared with them.

- They were excited to learn that they could use *Bibliocommons* to create book lists and keep track of their past borrowing with the Recently Returned function.
 - We also demonstrated *Searchasaurus* and *Kids Search*.
 - The teachers hadn't realized that these FVRL databases have been curated, which means their students can use them to get reliable sources of information, rather than picking random sites from Google and other places on the open web.
 - Unsurprisingly, *TumbleBook Cloud* and *TumbleBook Library* were also very well received, as these are now close to being our most used digital resources at FVRL, and all the teachers have plans to use these in their classrooms.
 - The teachers explained that listening to an audiobook improves a child's reading skills as much as or more than reading a print book does, and the teachers appreciated these new tools to help their struggling readers.
 - We also showed them *NoveList K-8 Plus*, a great database for helping kids find the next book they want to read. It is especially appealing to teachers because it includes a Lexile rating for most titles, which is a tool teachers are very used to using to determine the appropriate reading level for their students.
 - We also told them about *NextReads* and our *Book-a-Librarian* sessions.
-

Aligning goals with our partners

One of the BC Government's provincial priorities is community engagement and building collaborative community partnerships. This aligns perfectly with FVRL's strategic direction to "work collaboratively with local government, community and other partners." By helping teachers to achieve their mandates at the local level, we are setting the groundwork for an even stronger and more productive partnership in the future.

Pitt Meadows Library

By Pat Dawson, Acting Library Manager

Meeting of March 25, 2015

THE LIBRARY AND SCHOOL-AGE CHILDREN

Pitt Meadows Public Library is an active - and proactive - partner with local elementary schools, sharing the goal of encouraging children to read and to read well. Visits to schools, Summer Reading Club activities, and collaborations such as *Paws 4 Stories* have positioned the library as a knowledgeable partner with school staff and parents, and opened up the opportunity to provide a child-friendly environment where school-age children are encouraged to spend time.

ATTRACTING BOYS THROUGH MINECRAFT®

A Minecraft® paper craft afternoon, based on the award-winning construction and exploration video game of the same name, recently drew an audience of children eager for a repeat event. What was especially remarkable about the afternoon is that three-quarters of the participants were boys. Generally, to attract school-age boys to the library requires that staff plan an event that combines activity with a popular theme. Recognizing the high demand for Minecraft® handbooks in FVRL's collection and the equal popularity of the Minecraft® gamers' adventure novels, staff rightly anticipated that the event would be a success.

RE-ENGAGING DISENGAGED BOYS

From experience helping families in the library and speaking to teachers and parents in the community, staff understands that some boys seem to struggle more in school. In its unique role as a community destination for information, the library welcomed Pam Withers, public speaker and author of young adult novels and a recently-published practical book for parents, *Jump Starting Boys: Help your Reluctant Learner Find Success in School and Life*. At her presentation, the author led almost 30 parents through tips to re-engage boys who have disengaged from learning.

LIBRARY/SCHOOL STAFF COLLABORATION

Because of the strong relationship between library and school, library staff confidently approached teachers at a nearby elementary school when a group of students from the school caused repeated disturbances at the library. School district staff came to the library to

assess the problem and have offered to meet with library staff to develop strategies to deal with the children and their inappropriate behavior.

A strong partnership with local elementary schools - teachers, parents and students - benefits the whole community. Teachers advocate for, and promote, the library by providing many opportunities for staff to interact with students; parents learn skills to help their children succeed at school; library staff are recognized and valued as literacy partners; and students enjoy a welcoming place where they can grow their literacy and reading skills in fun and interactive ways.

Terry Fox Library

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

THE LIBRARY AND THE “BUTTERFLY EFFECT”

Terry Fox Library works hard, as do most North American public libraries, to provide a friendly and welcoming environment for everyone in the community it serves. To do this successfully, and working within the framework of FVRL policies and procedures, library staff will be as creative as they can to provide services that meet the needs of individual residents.

Recently the parent of a Port Coquitlam secondary school student approached the library with a unique need. Her child was following an individual education plan and had to write provincial exams online. The parent explained that her child would do best in a familiar and comfortable environment and, in fact, would be most comfortable in Terry Fox Library since he has been a frequent visitor to the library since early childhood. The exam times, set province-wide, fell outside regular library public hours. Could the library accommodate her child’s need for a neutral place to write these exams? Yes! Library supervisors reassigned staff at no additional cost or loss of service to the public, they verified that the library’s internet access to the provincial site was robust, and they welcomed the student and teacher to the library on exam days.

In a later conversation, the parent said that the willingness of the library to accommodate her request not only benefitted her child, but also it was an unexpected factor in a major decision for another family. The parent explained that, while library staff was working on her request, she met a man at a local café. As they chatted together, the man mentioned that he and his young family were considering a move to Port Coquitlam. Was Port Coquitlam a good place? Was it family friendly? The parent explained the flexibility shown by Terry Fox Library staff to accommodate her child, to which the man replied that “That’s not something you hear about every day.” Serendipitously, a short while later, the parent met the same man who recognized her, thanked her, and said that he and his family had just bought a new home in Port Coquitlam.

Every month library staff welcomes about 15,000 people to Terry Fox Library. Because not every visitor interacts with staff through questions, presentations, or other assistance received, staff doesn’t learn about their unique stories or needs. Staff will never know all the “butterfly effects” of what they do. However, by providing the best and most personalized service possible to all, the library can have a far-reaching impact on the well-being of the community at large.

White Rock Library

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

FRIENDS OF THE WHITE ROCK LIBRARY CREATIVE WRITING CONTEST

The White Rock Library has helped create meaning for many residents through a significant ongoing series of writing workshops led by Writing Coach Marilyn Kroeker-Hahn.

Starting January 2, 2015 and running through the end of July, the Friends of the White Rock Library would like to see some of the fruits of that labour – actually read some of those stories. Once again they are sponsoring the Friends of the White Rock Library Creative Writing Contest.

The story contest theme is "crossing boundaries". Submissions may be any genre or style, up to 2,050 words, and there are three prizes. First place is \$200.

Stories matter. Thus, the popularity of our *Titles and Tea Afternoon Book Club* (favourite customer titles), or our *Book Tastes* (favourite staff titles), or our *Book Bites for Kids*, where kids in grades 4 to 7 are invited to join library staff and other kids to talk about books.

Yet every story matters to the person writing or living it, and one of our main jobs in the library has always been to tell, or facilitate others to tell, the stories they want to tell as well.

In this case, it will be stories created by White Rock residents: some young, some old, some slightly seasoned, some bitter-sweet with the flavour of many years of well worn life experience. They will add greatly to the collective White Rock "library story" we live and tell. But most importantly, they add meaning to the lives of many White Rock residents.

Yale and Boston Bar Libraries

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

SERVICE CANADA POPULAR WITH STUDENTS

The Service Canada program attracted several students at both Yale and Boston Bar libraries. It is often difficult for residents of these communities and those in between to visit a Service Canada Centre but the libraries have seen a need for their expertise in the area and arranged to have Service Canada staff visit the communities instead. The library once again shows that the needs of the communities are heard and does anything possible to address those needs.

Library Live and On Tour

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

LIBRARY LIVE BROADENS ITS SCOPE

Seniors (those aged 65 and up) make up the fastest-growing population in Canada, and their numbers are expected to double by 2036¹. They are also one of the groups most vulnerable to issues of isolation and poverty. Anecdotally, our *Library Live and On Tour (LiLi)* Tour Manager has noticed the increasing number of seniors who are using Fraser Valley food banks and other social services. This phenomenon has been noted across the country².

In talking to older people who come up to *LiLi* at community development stops, the Tour Manager often hears comments like, "I just don't get out much anymore," or "It's getting harder to get by on a fixed income." However, when he introduces them to some of the programs and services that FVRL offers, they are excited by the possibilities—not just to have access to free materials like books and movies, but also to connect with others in the community via social programs at the library and in our online social spaces like Facebook and BiblioCommons.

MEALS ON WHEELS

To more directly target the senior population, the Tour Manager has begun connecting specifically with agencies and community groups that help marginalized and at-risk seniors. Last month *LiLi*, with the Tour Manager and the Outreach Services deputy manager, was invited to visit a monthly seniors' lunch put on by Meals on Wheels in Fort Langley. Over 50 people attended not only to have a nutritious meal, but also to enjoy the camaraderie and meet new people.

After lunch, the Tour Manager spoke about FVRL's many benefits to seniors. They were especially interested in learning about downloading eBooks and eAudiobooks to their

¹ "Canadians in Context: Aging Population". Economic and Social Development Canada.
<http://www4.hrsdc.gc.ca/.3ndic.1t.4r@-eng.jsp?iid=33>. Accessed March 6, 2015.

² "More seniors, students turning to food banks, report says". CBC News.
<http://www.cbc.ca/news/canada/thunder-bay/more-students-seniors-turning-to-food-banks-report-says-1.2855825>. December 1, 2014.

portable devices, and we were able to demonstrate several different devices to them. One woman told us that she doesn't use the library much anymore because she finds it hard to get there regularly, but she was exceedingly excited about doing her own downloading at home, without having to worry about returning her books on time or accruing fines. Another younger senior told us he couldn't read print anymore because of the side effects he's having from chemotherapy. After a short demonstration of one of our audio players designed for people with sight impairments, he decided to contact our Outreach Services department and borrow a device and give audiobooks a try.

RECONNECTING IN NEW WAYS

A common theme for *Library Live and On Tour* is welcoming customers back to FVRL who haven't been able to use the library for awhile because of a variety of barriers. Many seniors are in this category, but even more than waiving their fines or reinstating their library card, it is often our new and innovative services that give seniors a renewed enthusiasm for libraries and all we have to offer.

NOTES OF APPRECIATION

Meeting of March 25, 2015

Words can't express how much your thoughtfulness is appreciated. Thank you. Wow! My send-off was awesome and incredibly fun. Thanks for everything.

Rob O'Brennan
(Recently retired Chief Executive Officer)

Thank you for the generous and practical retirement gift. You know that I will put them to good use. Thank you for the opportunity to work with you all. I have thoroughly enjoyed my ten years at FVRL and am very proud of the legacy I leave behind. I wish you and senior management continued success. I know that FVRL will continue to be a leader among public libraries. All best wishes,

Rita Penco
(Recently retired Director of Client Services)

Thank you very much for the generous retirement gift. Many thanks for the 37 years of enjoyment I have experienced working for FVRL. The changes over the years have been fast and fascinating to watch. I will continue to be a loyal customer supporter of FVRL.

Leanne Fruno
(Recently retired Administrative Assistant)

FVRL Board Representative to Board of Public Library InterLINK



Public Library InterLINK is a public library federation with eighteen member library boards providing reciprocal borrowing privileges—i.e., all members agree to provide service to each others’ residents without charge. It also offers cost effective service efficiencies and enhancements. InterLINK operates as a Library Federation according to the Library Act of British Columbia (1994) Section 49 and is governed by a board composed of one representative from each of the member library boards.

InterLINK MEMBERS

- | | | |
|---------------------------|-----------------------------|--------------------|
| 1. Bowen Island | 7. New Westminster | 13. Sechelt |
| 2. Burnaby | 8. North Vancouver City | 14. Squamish |
| 3. Coquitlam | 9. North Vancouver District | 15. Surrey |
| 4. Fraser Valley Regional | 10. Pemberton and District | 16. Vancouver |
| 5. Gibsons and District | 11. Port Moody | 17. West Vancouver |
| 6. Lillooet Area | 12. Richmond | 18. Whistler |

WHAT InterLINK DOES

- Facilitates open access to 18 member libraries for all residents and provides delivery service
- Coordinates Audiobook services
- Supports Interlibrary Loan
- Manages and distributes net compensation funds to net service providers
- Coordinates collaborative activities to support and benefit members
- Develops partnerships to support InterLINK and expand open access
- Provides a forum for member communication
- Acts as an advocate for libraries

InterLINK BOARD MEETINGS

- 5 meetings each year (additional meetings as needed)
- Meetings typically are planned for Tuesday evenings in February, April, May, September, and November.
- Meetings include light refreshments at 4:45 pm, with meeting from 5:00-7:00/7:30 pm
- Location: Typically at Burnaby Public Library–Metrotown Branch, 6100 Willingdon Avenue, Burnaby

OVERVIEW OF FVRL FINES AND FEES

By Scott Hargrove, Chief Executive Officer
Meeting of March 25, 2015

FVRL'S CURRENT FINE STRUCTURE

	CHILDREN'S CARDS (AGES 0-12)	ADULT CARDS (AGES 13+)
 Children's Materials	Fines-Free*	\$0.10/item/day
 Young Adult Materials	Fines-Free*	\$0.10/item/day
 Adult	 \$0.35/item/day	 \$0.35/item/day
 BestSeller Express	 \$1/item/day	 \$1/item/day

* Children's materials borrowed on children's card are fines-free, but please note: Extremely late items will be considered lost and the replacement cost will be billed to the account along with a **non-refundable \$5 administration fee** for each item.

REPLACEMENT BILL

After an item has become 45 days past its due date, the customer is charged the replacement cost plus a \$5 administrative fee.

- They are notified by email or letter.

RED COLLECTION AGENCY WARNING LETTER

Customers with at least \$35 owing and at least one item billed for replacement are sent a letter approximately two months after the items due date.

COLLECTION NOTICE
Charges unpaid within 10 days will be forwarded to a collection agency.

OVERVIEW OF FVRL FINES AND FEES

Meeting of March 25, 2015

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FORWARDED TO COLLECTION AGENCY

Customers with at least \$50 owing, with at least one item billed for replacement, will be forwarded to the collection agency approximately six months after the items due date.

- These accounts are not forwarded to the credit bureau, so the customer's credit rating is not affected.

PARTIAL PAYMENTS MADE TO COLLECTION AGENCY

When any change is made to an account that has been forwarded, FVRL sends the customer an updated bill.

- An account cannot be used again until the account has been paid down to \$0.

PLEASE PAY FINES
in order to close
your account at the
collection agency.

COLLECTION AGENCY RECOVERY

FVRL's current collection agency recovery rates are as follows:

- Accounts owing **up to \$100:** **27%**
- Accounts owing **over \$100:** **25%**

Current: FVRL currently has **9,826 customers** holding **42,117 items** with the collection agency.

Average: On average, FVRL forwards **163 customers per month** to the collection agency along with **711 items** billed for replacement.

SUMMARY OF 2014

In 2014:

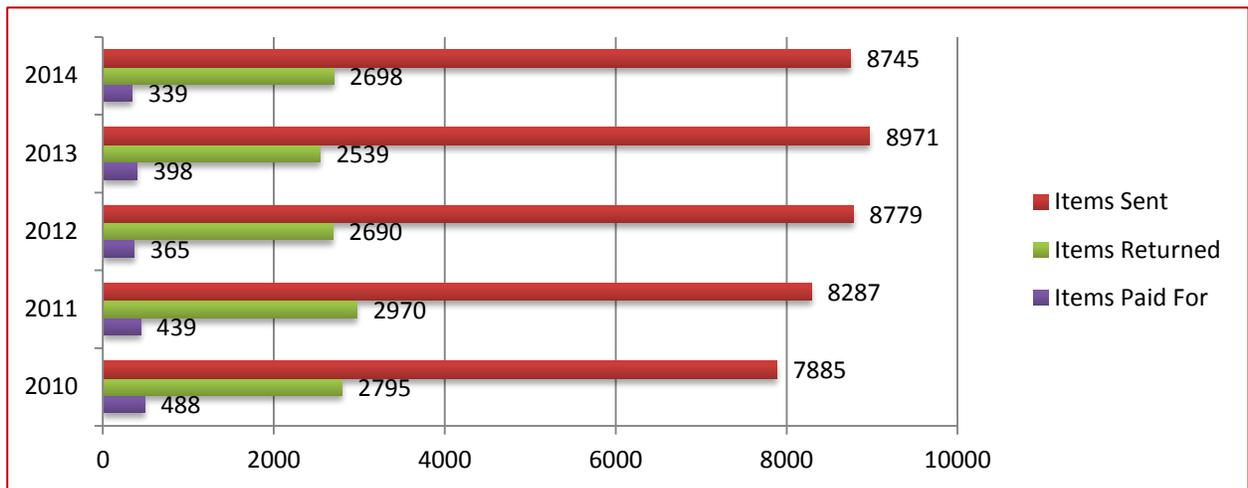
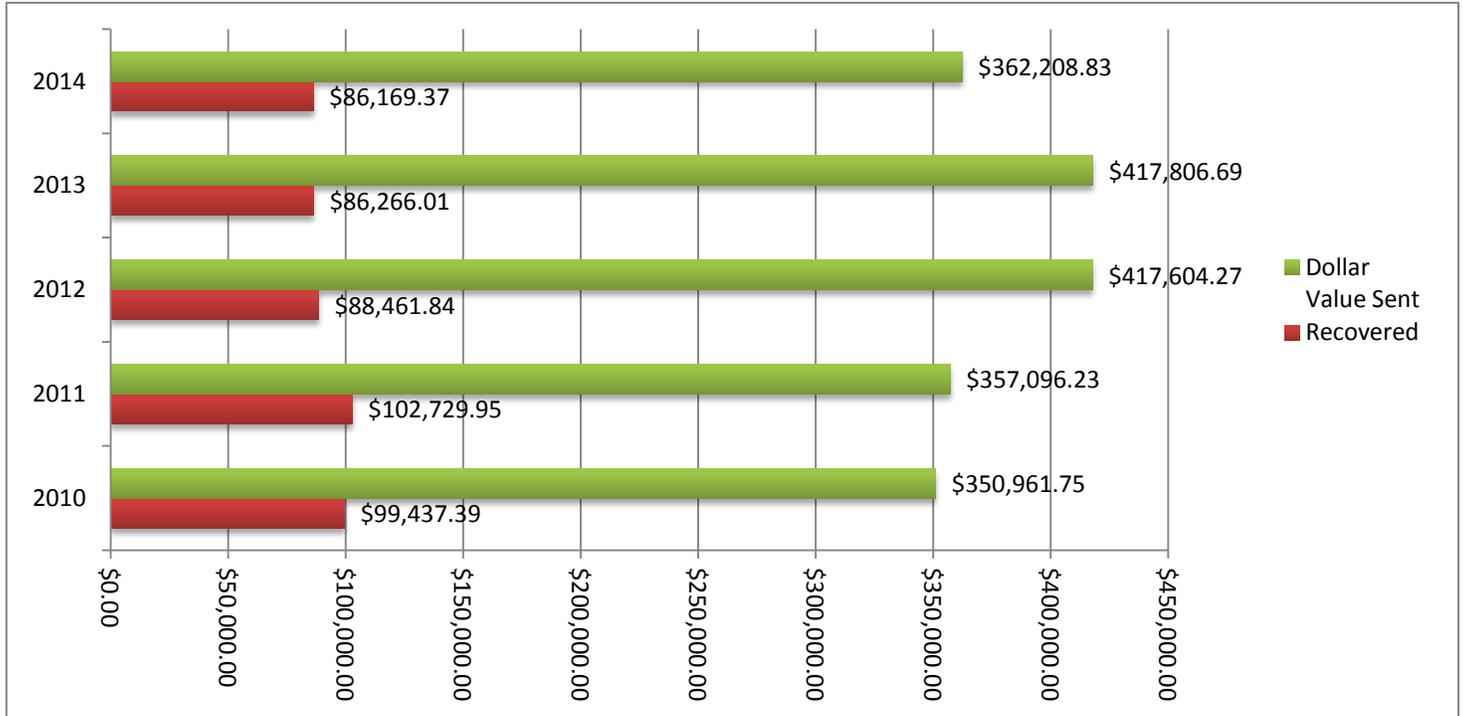
- **1,732 customers** were sent to the collection agency for replacement charges on **8,745 items**.
- The **total amount sent**, including replacement costs and fines, was **\$362,208.83**.
- Of this \$362,208.83, FVRL recovered **\$86,169.37**:
 - **\$63,328.07** in returned items,
 - **\$7,804.18** in replacement costs paid,
 - **\$15,037.12** in fines paid.
- FVRL **paid** the collection agency **\$25,024.09**, for a monthly average cost of **\$2085.34**.
- FVRL's effective **success rate was 24%**.

OVERVIEW OF FVRL FINES AND FEES

Meeting of March 25, 2015

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5 YEAR BREAKDOWN





Fabulous time!
FVRL BOARD PLANNING DAYS
Wednesday, April 22 &
Thursday, April 23, 2015

8:00 am — 4:30 pm

**Ramada Plaza Abbotsford
Mt. Baker Room**

36035 North Parallel Road, Abbotsford, BC

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- * Breakfast at 8:00 am
- * Overnight accommodation available upon request,
compliments of FVRL