

Surrey Public Library Board Regular Meeting
July 27, 2023 at 6:00 p.m.
Clayton branch



A G E N D A

	PAGE	TIME
1. CALL TO ORDER & LAND ACKNOWLEDGEMENT		6:00
<i>Surrey Libraries recognizes that our work takes place on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.</i>		
2. ADOPTION OF THE AGENDA		
3. ADOPTION OF THE CONSENT AGENDA		
<i>Trustees may adopt in one motion all items appearing in the Consent agenda or, prior to the vote, request an item be removed from the Consent agenda for discussion, voting in opposition to a recommendation, or declaring a conflict of interest.</i>		
a) Minutes of May 25, 2023, Regular Meeting of the Surrey Public Library Board	1 – 2	
b) Financial Statement for the period ending June 30, 2023	3	
c) Standing Committee Finance Submission for 2024 Provincial Budget	4 – 6	
d) 2023 Library Enhancement Grant Award Letter from Public Libraries Branch, Ministry Municipal Affairs	7 – 8	
4. STAFF PRESENTATION		
Draft Surrey Libraries Strategic Plan, Chief Librarian		6:05
5. NEW BUSINESS/DISCUSSION		6:35
a) DRAFT Strategic Plan	9 – 11	
b) Governance and Nominations Committee Terms of Reference Review <i>Recommended Motion: To approve the terms of reference for the Governance and Nominations Committee</i>	12 – 14	
c) Convening Nominations Committee <i>Recommended Motion: To convene the nominations committee</i>	15 – 17	
d) Privacy training for Library Board	18	
6. INFORMATION ITEMS		6:45
a) Reports		
i. Key Strategic Initiatives Update: Jan-June 2023	19 – 22	

- ii. Board Objectives Update: Jan-June 2023 **23 – 24**
- iii. Voice of the Customer Report: Jan-June 2023 **25 – 33**

b) Verbal Updates

- i. Committees: Executive; Finance; Governance; Planning & Advocacy
- ii. BCLTA: Trustee Maze
- iii. InterLINK: Trustee Maze
- iv. Chief Librarian

c) Upcoming Events

- i. Word Vancouver: Sat Sept 23, City Centre branch
- ii. Youth Writing Contest Gala: Wed Oct 11 evening, City Hall
- iii. Challenging Stigma/Human Library: Sat Oct 14, City Centre branch

Trustees invited to view the [events listing](#) and attend programs of interest.

7. ROUNDTABLE

6:55

Trustees to share briefly about courses or events attended on behalf of the Library.

8. IN CAMERA MEETING

Recommended Motion: To move in camera pursuant to policy 1.2 Library Board Meetings

9. NEXT LIBRARY BOARD MEETING

September 21, 6pm, Strawberry Hill branch

10. MOTION TO ADJOURN

7:00

TIME ALLOTTED: 60 MINUTES

Surrey Public Library Board Regular Meeting
May 25, 2023 at 6:00 p.m.
Semiahmoo Branch



Present: Trustees Cuenca, Dhesa, Gillies, Gurm, Hearty, Maze, Powell, Saran, Sohal, Werring
Regrets: Councillor Kooner, Trustees Herrmann (Chair), Smith
Staff: Surinder Bhogal, Chief Librarian
Seline, Director, Communications and Advancement
Nav Gill, Administrative Coordinator
Guests: Sara Grant, Manager Semiahmoo and Ocean Park Branch
Amar Bains, Public Services Supervisor, Semiahmoo Branch
Jasper Wong, CUPE 402-02

M I N U T E S

1. CALL TO ORDER & LAND ACKNOWLEDGEMENT

The May 25, 2023 Regular Meeting of the Surrey Public Library Board was called to order at 6:00 p.m. Trustee Gurm began the meeting with a land acknowledgment and expressed appreciation working on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.

2. ADOPTION OF THE AGENDA

MOTION: “That the Board adopts the agenda for its regular meeting scheduled for May 25, 2023.”

Trustee Maze moved and Trustee Werring seconded –

CARRIED

3. ADOPTION OF THE CONSENT AGENDA

- a) Minutes of April 6, 2023, Regular Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending April 30, 2023
- c) Thank you letter to the Ministry of Municipal Affairs for 2023 Library Grants

MOTION: “That the documents, reports and items be received.”

Trustee Gillies moved and Trustee Hearty seconded –

CARRIED

4. NEW BUSINESS/DISCUSSION

- a) Policy Review 1.2 Library Board Meetings

MOTION: “To approve proposed revisions to policy 1.2 Library Board meeting.”

Trustee Maze and Trustee Sohal seconded –

CARRIED

b) Committee Terms of Reference

MOTION: “To approve proposed revisions to all except the Governance and Nominations Committees Terms of Reference, and for the Governance Committee to bring suggested revisions for next meeting.”

Trustee Dhesa and Trustee Hearty seconded –

CARRIED

5. INFORMATION ITEMS

a) **Reports**

i. Value of your Library Card

b) **Verbal Updates**

i. Committees:

Executive: Trustee Gillies provided an update on the June 1 meeting with strategic planning consultants, and reminded trustees about the June 17 board planning session.

Planning & Advocacy: Trustee Powell welcomed Trustee Sohal to the Planning & Advocacy Committee.

ii. BCLTA: Trustee Maze reported BCLTA AGM is on May 29.

iii. InterLINK: Trustee Maze reported InterLINK has appointed a new Executive Director.

iv. Chief Librarian reported:

1. City 2023 budget was approved in April. Library is currently operating on a status quo budget, and allocations of new funding requests are pending.

2. Planning for 2024 budget has begun. Staff will bring forward budget for board approval in September. City usually approves in December.

3. Surrey Libraries received a one-time enhancement grant from the Province to be used over 3 years. Second round of enhancement funding expected in August.

4. Skookum Lab will be hosting a special library strategic planning consultation session for the Indigenous community on June 1.

5. Director of Collections & Technology is currently on leave, and the position is temporarily being filled by Niki Penz.

6. NEXT LIBRARY BOARD MEETING

July 27, 6pm, Clayton Branch

7. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of May 25, 2023 was adjourned at 6:45 pm.

Trustee Maze moved and Trustee Werring seconded

CARRIED

**SURREY PUBLIC LIBRARY
STATEMENT OF OPERATING FUND ACTIVITIES
FOR THE PERIOD ENDING JUNE, 2023**

	ACTUAL YTD 2023	BUDGET YTD 2022	YTD Variance	ACTUAL YTD 2022	BUDGET 2023	ACTUAL 2022
Revenues						
City of Surrey Transfers	10,434,500	10,653,000	(218,500)	9,653,714	21,306,000	20,728,442
Provincial Government Grants	513,387	491,400	21,987	491,045	983,000	981,542
Fees & Charges	191,778	186,767	5,011	105,371	368,000	253,071
Other	87,314	19,145	68,169	81,854	35,000	72,972
Total Revenues	\$11,226,979	\$11,350,312	(\$123,333)	\$10,331,984	\$22,692,000	\$22,036,027
Expenditures						
Salaries and Benefits	8,538,750	8,855,718	(316,968)	7,567,005	18,507,000	16,995,933
Site Operations	1,088,435	1,157,918	(69,483)	1,049,407	2,324,705	2,260,221
Materials Collection	999,719	560,000	439,719	1,105,192	873,028	2,013,490
Supplies and Equipment	77,928	176,812	(98,884)	103,952	351,263	308,613
Professional Services	104,255	128,595	(24,340)	88,054	250,500	230,618
Interlibrary Services	79,713	99,000	(19,287)	78,827	100,000	79,171
Other	151,057	144,449	6,608	114,574	285,504	147,981
Total Expenditures	\$11,039,857	\$11,122,492	(\$82,635)	\$10,107,011	\$22,692,000	\$22,036,026
Period Ending Balance	\$187,122	\$227,820	(\$40,698)	\$224,973	\$0	\$1
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$888,685			\$970,246	\$2,100,000	\$2,169,381

NOTES TO THE STATEMENT:

City of Surrey Transfers include funds allocated for general library operations, and any transfers from other City departments or funds.
Provincial Government Grants include ongoing grants such as per capita operating support and resource sharing as well as any one time grants.
Fees & Charges include printing, processing, programs, room & equipment rental, as well as charges for lost and damaged materials.
Other Revenue includes merchandise & booksales, grants and donations
Site Operations include phones, utilities, buildings, grounds & computer maintenance, security, janitorial, insurance.
Materials Collection (Operating) includes electronic books and audio materials, magazines, database subscriptions, and microfilm.
Supplies & Equipment include office, computer, programming and processing supplies for public use e.g., labels, cases, library cards.
Professional Services include consultants such as collection agency, auditing, training, plus advertising and printing services.
Interlibrary Services represents InterLINK membership plus costs associated with interlibrary loans with North American institutions.
Other Expenditures include courier between branches, mileage & travel, library memberships, bank charges and Board expenses.
Materials Collections & Equipment (Operating Capital) costs include print & audio-visual purchases, as well as equipment & furniture purchases.

To: Surrey Public Library Board
From: Seline Kutan, Director, Communications and Advancement
Date: July 27, 2023
Subject: Submission to the Select Standing Committee on Finance



RECOMMENDATION

To be received for information.

BACKGROUND

Each year, the Provincial Government engages in public consultation to inform its budgeting priorities for the following year. Submissions were invited to be made to the Select Standing Committee on Finance in writing through an online form by Jun 16. The Committee then considers all input received and releases a report with recommendation to the Legislative assembly for the next budget in August.

DISCUSSION

Surrey Libraries prepared and submitted recommendations to the pre-budget consultation that aligned with the general BC Library Partners messaging advocating for greater financial support of public libraries. The Planning and Advocacy Committee reviewed and commented on the draft submission. The submission supports Action 1.7 of the Board's Advocacy Plan.

The consultation process allows for three recommendations and rationale for those recommendations to be submitted. Surrey Libraries' submission is attached as Appendix I.

The three recommendations submitted are:

1. An increase to public library funding to reflect inflationary and population increases.
2. A progressive funding approach to public libraries that builds in annual inflationary increases.
3. Review the grant allocation funding formula for a more equitable distribution.

CONCLUSION

The Provincial Government invited British Columbians to share their priorities for Budget 2024. Surrey Libraries prepared a submission that closely aligns with general BC Library Partners messaging and supports Action 1.7 of the Board's Advocacy Plan. The submission is provided to the Board as information.

Attachment:

Appendix I – Full submission to the Select Standing Committee on Finance

APPENDIX I: Full submission to the Select Standing Committee on Finance

Introduction (100-word limit) 700 characters allowed.

Please provide any general background information relevant to your submission (e.g. the work of your organization or relevant personal experience).

Public libraries make life more affordable for families, contribute to building a strong future-facing, literate citizenry, and help create safer communities by providing at-risk individuals with a welcoming space to access critical services and learn about ways to build strong, sustainable, and community-connected lives. The recent additional funding grant of \$45 million over three years (equivalent to \$701,205 for Surrey) will enhance our ability to keep the doors open and do the important work we do with greater resources; however, without sustained increases, we continue to struggle each year without the necessary core funding.

Recommendation 1 (50-word limit): An increase to public library funding to reflect inflationary and population increases.

Recommendation 1 Explanation (300-word limit)

Increasing funding to public libraries is a sound investment in the economic and social prosperity of BC communities. Libraries provide essential services and are critical infrastructure in our communities. With more funding, we can better support our community and the government's priorities for British Columbians. Surrey Libraries serves critical social infrastructure in one of the most rapidly growing communities in BC. Our free and inclusive hubs provide safe and healthy public spaces, welcoming everyone in the community.

We are proud to support the Province's priorities for libraries by:

- providing flexible, inclusive and responsive library services
- providing access to intellectual, human, social and career development opportunities
- enabling easy access to online collections and resources
- helping government better engage its citizens and helping people access provincial services
- demonstrating governance excellence and public accountability
- supporting reconciliation with the Indigenous community

Additionally, Surrey Libraries is instrumental in making life more affordable for British Columbians, currently more important than ever with the rapid rise in inflation. A recent internal review and report

showed that the average Surrey Libraries cardholder received a total annual benefit of \$833 with their 2022 library membership and for every dollar invested in the Library, it generated \$5.30 of benefit back to the community.

Recommendation 2 (50-word limit): A progressive funding approach to public libraries that builds in annual inflationary increases.

Recommendation 2 Explanation (300-word limit)

Operating costs for public libraries have increased substantially, from licensing costs for databases to expensive eBooks. With the annual funding essentially frozen since 2010, the value of the grant has eroded over the years. Any future increases in funding must be indexed to inflation to ensure our ability to continue offering our communities the services, resources, and materials they need and request.

Recommendation 3 (50-word limit): Review the grant allocation funding formula for a more equitable distribution.

Recommendation 3 Explanation (300-word limit)

In Surrey, provincial funding was 8% of our revenue in 2010; today it is 4%, with a greater shift to the municipality. While both levels of government face multiple and increasing service demands, municipalities have more restricted revenue options. As one of the fastest growing municipalities in B.C., Surrey requires its fair share of investment to meet Provincial priorities. Surrey welcomes an average of 1,000 new residents each month, and the local library branch is where many newcomers and refugees come to learn about their community. Tens of thousands of people use our library services to get free access to information, learning resources and help from staff – both in person and online. In a typical year over 150,000 children and youth participate in literacy and skills building library programs like storytimes, Summer Reading Club, and coding programs. Typically, over 30,000 adults benefit from library programs each year to enrich and support their learning. Programs include English Language Learner book clubs, English conversation circles, career assistance workshops, digital literacy training, and programs helping newcomers adapt to the community. Without a fair and equitable share of funding, many in our community are left unserved.



June 30, 2023

VIA EMAIL

Marilyn Herrmann
Surrey Public Library
10350 University Drive
Surrey, BC V3T 4B8
SPLBRDMEM17@surrey.ca

Subject: Public Library Grants Award Letter 2023 – Enhancement Grant-2

Dear Marilyn Herrmann:

The Ministry of Municipal Affairs, Public Libraries Branch (PLB) is pleased to inform you that your library will receive an additional amount as part of its Enhancement Grant for 2023.

It may be used over three years (2023-2025) to support local library service enhancements, including helping address shifting demands on services, collections, programs, and spaces. This grant may also be used to respond to local service priorities, making services more accessible and inclusive, and/or increasing climate readiness and resilience when facing future challenges.

The ministry will deposit the total amount of **\$933049.96** electronically into the account of the financial institution that your library has designated. The ministry will email a notice to your library upon payment.

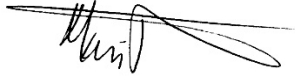
Please refer to the letter you received on **March 31, 2023**, for reporting requirements, conditions, and more information. As a reminder, the library has already received four, annual library grants as part of the provincial contribution to library services: Per Capita Operating; Literacy & Equity; BC OneCard; and Resource Sharing.

Please be aware that the ministry will reclaim any portion of the grants should the library not use the funds for their intended purposes and meet the accountability requirements outlined in this and the March 31, 2023, grant award letter.

If you have any questions about this letter or grant use, please do not hesitate to call 1-800-663-7051 or email PUBLIB@gov.bc.ca.

I look forward to hearing more about your plans for using the Enhancement Grants and provincial funding broadly.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mari Martin', with a long horizontal flourish extending to the right.

Mari Martin
Director

pc: Surinder Bhogal (SBhogal@surrey.ca)

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: July 27, 2023
Subject: DRAFT Surrey Libraries Strategic Plan



RECOMMENDATION

To be received for discussion.

BACKGROUND

Surrey Libraries' 2019-2023 strategic plan is in its last year of implementation. A key initiative in 2023 was to update the strategy.

Planning began in January with the hiring of LightTrail Consultants to facilitate the process. Following an environmental scan and SWOT (strengths, weaknesses, opportunities, threats) analysis, workshops were held with the Board and staff. The public and community partners were also consulted through focus groups, online surveys and branch activations. A special session was held with Skookum Lab for the Indigenous community. After considering feedback from the consultations, a draft plan was developed by the Board at their June 17, 2023 planning session, and further refined by staff. The draft was also presented to the City's senior management team, and the Mayor and Council for their comments.

The draft (attached as Appendix I) incorporates feedback from the various stakeholders and is presented to the Board for discussion.

DISCUSSION

The draft strategic plan is a high-level framework, outlining the mission, vision, values, goals and objectives. The final plan will incorporate success measures and examples of initiatives. Annual workplans will list initiatives to achieve those measures, with timelines and accountability.

CONCLUSION

The draft strategic plan is being presented to the Board for discussion. Trustee comments will be incorporated into the final version, to be presented for Board approval on September 21, 2023.

Attachment:

Appendix I: Draft Surrey Libraries Strategic Plan 2024-2028

APPENDIX I

Draft Surrey Libraries Strategic Plan 2024-2028

VISION

A literate, inclusive, thriving city.

MISSION

We connect people, spark curiosity, and inspire lifelong learning to enhance the lives of Surrey residents.

Through the caring work of our staff and in collaboration with our city and community partners, we do this by:

- Supporting people's needs by connecting them with the right resources at the right time
- Building community through programs and services that strengthen social connections
- Creating accessible, inclusive, and welcoming online and physical spaces

VALUES

Intellectual Freedom

We champion the right for different voices and ideas to be heard, and the right for questions to be asked without censorship.

Community Focus

We care about the well-being of our community, adapt our services to its changing needs, and provide excellent service.

Equitable Access

We strive to reduce barriers to service, fostering equity, diversity, inclusion, and accessibility for all.

Innovation

We continuously explore and pursue new ideas to improve services, remaining flexible to find creative solutions.

Collaboration

We work with each other, our city, our community, and our patrons to support common goals.

Sustainability

We strive to be a leader in environmentally sound, socially equitable, and economically feasible practices.

GOALS

1. A Connected Community

Individuals are connected to information, ideas and each other, in a library or out in the community. Local culture, diversity and art are showcased and celebrated, and social connections are made to reduce isolation.

2. Welcoming Learning Spaces

Spaces, both physical and online, are welcoming and inclusive, catering to different learning styles – from active young families to teenagers studying together, to people seeking solace and inspiration.

3. Empowered People

Resources, whether collections, technology, or highly trained staff, are available to help individuals succeed in life, and be active contributors to society and the economy.

4. A Resilient and Strong Organization

The library's policies, processes and procedures are continuously improved to provide excellent service and address the needs of a growing city.

OBJECTIVES

1. A Connected Community

- 1.1 Broaden library usage and membership.
- 1.2 Deepen relationships with community partners to leverage resources and create meaningful impact.
- 1.3 Assess and prioritize services based on data, staff, and community input.

2. Welcoming Learning Spaces

- 2.1 Align services, spaces, and collections to reflect Surrey's diverse community, with a focus on newcomers, youth, seniors, and Indigenous communities.
- 2.2 Improve patrons' experience in existing branches and plan for new library branches.
- 2.3 Expand technological tools and training for the community.

3. Empowered People

- 3.1 Provide programs and services to support Surrey residents' ability to succeed in life.
- 3.2 Support employee professional development and learning.
- 3.3 Promote employee wellbeing.

4. A Resilient and Strong Organization

- 4.1 Continuously improve processes to achieve service excellence.
- 4.2 Adopt sustainable practices.
- 4.3 Spend funds responsibly and plan for anticipated growth.

To: Surrey Public Library Board
From: Governance Committee
Date: July 27, 2023
Subject: Governance and Nominations Committees Terms of Reference Review

RECOMMENDATION

To approve the proposed revisions to terms of reference for the governance and nominations committees.

BACKGROUND

The Board has 4 standing committees and an ad-hoc nominations committee, convened for a short term. Committees act in an advisory capacity and assist the Board in fulfilling its governance responsibilities. Terms of reference for the committees are periodically reviewed.

DISCUSSION

The governance committee proposed revisions to terms of reference for all committees at the May 25, 2023 board meeting. All were approved except for the terms of reference for the governance and nominations committees. Further revisions have been made to these, denoted in **red** font, and are attached as Appendix I.

CONCLUSION

It is recommended that the Board approve the proposed revisions to the terms of reference for the governance and nominations committees.

Attachment:

Appendix I: Proposed Revisions to Committees Terms of Reference

Appendix I: Proposed Revisions to Governance and Nominations Committees Terms of Reference

GOVERNANCE COMMITTEE

Purpose

To ensure the Board fulfills its legal, ethical, and functional responsibilities through sound governance practices such as policy development, adequate guiding documents, recruitment strategies, and monitoring Board activities and processes.

Functions

1. Develops and recommends policies to ensure sound governance practices are in place.
2. Reviews adequacy and effectiveness of governance documents, including the policy manual, Board procedures manual, committee terms of reference.
3. Annually reviews size, composition, diversity, and structure of the Board regarding competencies and skills of its members as related to the current needs of the Board.
4. Prepares for and conducts an annual Board performance review/evaluation.
5. Appoints one committee member to the Ad-Hoc Nominations Committee, when feasible.
6. Develops and guides the nomination and voting process for Board Chair and Vice Chair.
7. Supports the Chair and Chief Librarian in governance issues.

Membership

- Minimum of 3 and maximum of 5 members.
- A majority of members present constitutes quorum.
- The Board Chair and Vice Chair are ex-officio, non-voting members.
- The Chief Librarian or designate attends to support the committee and take minutes.

Chairperson responsibilities:

- Liaise with Chief Librarian to schedule meetings as needed and notify committee members.
- Guide the meeting according to the agenda and time available.
- Ensure discussion items end with a decision, action, or definite outcome.
- Report activities and recommendations back to the Board.

Meetings

Meets at least twice annually, via teleconference or in-person as needed, guided by Board annual priorities and committee responsibilities. Proposed schedule to be confirmed by Chair:

- March or early April: Review Board gaps matrix
- September or October: Board recruitment and Board performance review

Revisions

Terms of reference are reviewed ~~periodically~~ at least every two years and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- Committee established June 24, 2021
- July 27, 2023

Ad-Hoc NOMINATIONS COMMITTEE

Purpose

Ad-hoc committee convened for a short term (July to December) to deal with matters relating to trustee nominations.

~~May increase/decrease the Board size (up to 13), based on quantity and quality of applicants received (Board Resolution September 26, 2019)~~

~~Term from October—December~~

Functions

1. Reviews Board Skills, Strengths and Diversity matrix results to determine gaps, based on Board priorities and goals.
2. Reviews applicants to the Library Board and ranks suitability based on determined gaps.
3. ~~May increase/decrease the Board size (up to 13), based on quantity and quality of applicants received (Board Resolution September 26, 2019)~~
4. Provides recommendations to Mayor and Council.

Membership

- 3 trustees not seeking reappointment, including 1 member of the Governance Committee, when feasible.
- ~~May include Board Chair and/or Vice Chair.~~
- The Chief Librarian or designate attends to support the committee and take minutes.

~~Staff Liaison: Chief Librarian~~

Chairperson responsibilities

- Scheduling a meeting as needed and notifying committee members.
- Ensuring meeting ends with recommended candidates for the Board.
- Ensuring Chief Librarian communicates recommendations to Clerk's Office.
- Maintaining confidentiality of applicants and assessment discussions.
- Ensuring supporting documents are returned to Chief Librarian.

Meetings

Meets at least once between October and December, depending on receipt of applications from the City Clerk.

Amendments

Revisions:

Terms of reference ~~and skills matrix shall be~~ are reviewed ~~periodically~~ at least every two years and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History

- Terms of reference approved in November 28, 2019 (Prior to this date, committee operated without terms of reference)
- July 27, 2023

To: Surrey Public Library Board
From: Governance Committee
Date: July 27, 2023
Subject: Convening Nominations Committee



RECOMMENDATION

To convene the nominations committee.

BACKGROUND

As outlined in the Provincial Library Act, members of the Surrey Public Library Board are appointed by Council for terms of two years. They are eligible for reappointment for up to three additional terms, or a maximum of eight years. The Board must have an uneven number of members, not fewer than five or more than thirteen, one of which is a Council representative for a one-year term. Six trustees (*Kiran, John, Darius, Rachel, Louise and Dupinder*) will have completed their term at the end of this year and must reapply to continue serving on the Board.

In preparation for the City recruitment process for volunteer committees and boards in Fall, the Board convenes a nominations committee at its last meeting before the summer break. (See Appendix I for Draft Terms of Reference for the nominations committee.) The committee's main function is to review applicants to the Library Board and to provide recommendations to Council. The ultimate decision on appointments rests with Council.

DISCUSSION

The Board Skills, Strengths, and Diversity Matrix (attached as Appendix II) collates responses from twelve trustees that submitted a self-assessment in 2023. In recruiting trustees for 2024, the Board may consider:

- Are the trustees whose terms expire planning to reapply? It may be too early for some to decide.
- Is the trustee skills assessment tool adequate? If not, what further information is required?

CONCLUSION

It is recommended that the Board convene the nominations committee from now until the end of the year, with membership as outlined in the terms of reference.

Appendix I: DRAFT Terms of Reference for Nominations Committee

Appendix II: Board Skills, Strengths, and Diversity Matrix Scores from Current Board Members

Appendix I: DRAFT Terms of Reference for Nominations Committee

~~Ad-Hoc~~ Nominations Committee Terms of Reference

Purpose

~~Ad-hoc committee convened for a short term (July to December) to deal~~ with matters relating to trustee nominations.

~~May increase/decrease the Board size (up to 13), based on quantity and quality of applicants received (Board Resolution September 26, 2019)~~

~~Term from October – December~~

Functions

1. Reviews Board Skills, Strengths and Diversity matrix **results** to determine gaps, based on Board priorities and goals.
2. Reviews applicants to the Library Board and ranks suitability based on determined gaps.
3. ~~May increase/decrease the Board size (up to 13), based on quantity and quality of applicants received. (Board Resolution September 26, 2019)~~
4. Provides recommendations to Mayor and Council.

Membership

- 3 trustees not seeking reappointment, **including 1 member of the Governance Committee, when feasible.**
- ~~May include Board Chair and/or Vice Chair.~~
- The Chief Librarian or designate attends to support the committee and take minutes

~~Staff Liaison: Chief Librarian~~

Chairperson responsibilities

- Scheduling a meeting as needed and notifying committee members.
- Ensuring meeting ends with recommended candidates for the Board.
- Ensuring Chief Librarian communicates recommendations to Clerk's Office.
- Maintaining confidentiality of applicants and assessment discussions.
- Ensuring supporting documents are returned to Chief Librarian.

Meetings

~~Meets at least once between October and December, depending on receipt of applications from the City Clerk.~~

Amendments

Revisions:

Terms of reference ~~and skills matrix shall be~~ are reviewed ~~periodically~~ at least every two years and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History

- November 28, 2019 (Prior to this date, committee operated without terms of reference)
- July 27, 2023

Appendix II: Board Skills, Strengths, and Diversity Matrix Scores from Current Board Members

Completed by 12 trustees in 2023

	A	B	C	D	E	F	G	H	I	J	K	L	Total Scores	
Competencies														
Accounting /Financial Management	2	2	2	2	2	2	1	1	3	2	0	2	21	Accounting /Financial Management
Legal	2	2	1	3	0	2	0	3	2	0	3	2	20	Legal
Human Resources Management	3	3	2	2	2	3	2	1	2	2	2	2	26	Human Resources Management
Governance (profit or non-profit)	3	3	3	2	3	2	2	1	1	3	2	3	28	Governance (profit or non-profit)
Strategic planning, research	3	2	3	1	3	2	2	1	2	2	3	3	27	Strategic planning, research
Intercultural competency	1	2	3	3	2	2	3	1	1	1	2	3	24	Intercultural competency
Marketing/communications	2	2	2	3	3	2	3	1	2	3	2	3	28	Marketing/communications
Technology /Business Systems	1	3	2	2	2	2	3	2	2	1	1	2	23	Technology /Business Systems
Capital projects	1	3	1	1	2	1	1	1	1	1	1	2	16	Capital projects
Public Policy/Government Relations	2	3	3	3	1	3	3	2	1	2	3	3	29	Public Policy/Government Relations
Fundraising	3	3	3	3	3	1	2	2	1	3	1	3	28	Fundraising
Community Development/Planning	2	2	3	3	2	2	2	1	1	1	1	3	23	Community Development/Planning
Literacy advocacy	2	3	3	3	2	2	3	2	2	3	1	3	29	Literacy advocacy
Sub Total	27	33	31	31	27	26	27	19	21	24	22	34		
Connections														
Indigenous community	1	2	2	0	1	1	3	0	0	1	1	2	14	Indigenous community
Early years	1	2	1	0	2	1	1	2	1	1	0	1	13	Early years
K-12 sector; youth	1	2	2	0	2	2	3	2	2	1	1	2	20	K-12 sector; youth
Post-secondary sector, adult education	1	0	3	1	1	1	3	1	1	1	2	2	17	Post-secondary sector, adult education
Non-profit sector	3	1	3	2	3	0	0	1	0	2	1	3	19	Non-profit sector
Surrey business community	2	1	2	3	1	1	0	2	2	2	0	2	18	Surrey business community
Government (municipal, provincial, federal)	2	2	3	0	1	2	0	1	0	1	2	2	16	Government (municipal, provincial, federal)
Philanthropy	3	0	2	0	3	1	1	1	0	1	0	3	15	Philanthropy
Arts and literary community	2	0	2	2	1	1	1	1	1	2	1	2	16	Arts and literary community
Cultural communities	2	1	3	3	2	1	1	1	0	1	2	2	19	Cultural communities
Sub Total	18	11	23	11	17	11	13	12	7	13	10	21		
Total Scores	45	44	54	42	44	37	40	31	28	37	32	55		
Representation and diversity (Specifics (Optional))														
Gender (specify)	F	F	F	F	M	M	M	F	F	F	F	F	M:3	F:9
Indigenous person (Y/N)	N	N	N	N	N	N	Y	N	N	N	N	N	N:11	Y:1
Member of a visible or linguistic minority (Y/N)	N	N	Y	Y	N	N	Y	Y	N	N	Y	Y	N:6	Y:6
Person differently able (Y/N)	N	N	N	N	N	N	N	N	N	N	N	N	N:12	Y:0
Other (specify)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: July 27, 2023
Subject: Privacy Awareness Training for Library Board



RECOMMENDATION

The Chief Librarian and City of Surrey Privacy Office recommend that all library board members complete the Privacy Awareness training.

BACKGROUND

Surrey Libraries liaises with the City of Surrey in the oversight and implementation of its privacy management program. The program includes implementation of privacy policies and procedures to ensure compliance with the Freedom of Information and Protection of Privacy Act. The program also ensures that employees, volunteers, and service providers are provided privacy education to be aware of privacy obligations.

DISCUSSION

The City recently developed a resource for Service Provider Privacy Awareness Training. The training is recommended for volunteers and contractors who may come across personal information during their work with the City. Since library board members may be privy to confidential and private information, the resource is a valuable guide for general awareness and to mitigate risks related to privacy breaches. The training will be incorporated into onboarding for new library board members, and it is recommended for current library board members.

The link below provides direct access to the web-based module which can be completed in 15 minutes. Users do not need to have any internal or City applications to complete this training.

<https://surrey.simplesurvey.com/f/s.aspx?s=7F5EE106-E8C6-4FA6-9280-15EAC00B47D0>

CONCLUSION

It is recommended that all library board members complete the privacy awareness training. The direct link and further information will be distributed via trustee library email accounts, and it is recommended that the training is completed before the next scheduled board meeting on September 21, 2023.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: July 27, 2023
Subject: Key Strategic Initiatives Update: Jan – Jun 2023



RECOMMENDATION

To be received for information.

BACKGROUND

Surrey Libraries is in the final year of implementing the 2019-2023 Strategic Plan. The Plan is organized around 3 themes: Literacy and Learning, Connections, and Welcoming and Inclusive Spaces. The Board set 14 strategic objectives and staff identified key initiatives and actions to help advance the objectives. Updates are provided to the Board twice a year and a comprehensive full year report is presented in January. The July update is attached as Appendix I.

DISCUSSION

While most projects are still in progress, the 2023 workplan is on track. Some highlights:

- Core programming resuming in branches
- Bee Bots, the newest Tech-to-Go item launched
- Mobile library service planning is underway
- Equity, Diversity, Inclusion, and Accessibility (EDIA) Committee established and meeting to develop EDIA plan.
- Hired and onboarded a new Indigenous Services Coordinator
- Finalized and communicated the Library's climate action plan
- Advanced much of the new strategic planning cycle including engagement sessions with the board, management, staff, community partners, public, and Indigenous community.

CONCLUSION

The report is provided as information on the progress of the annual workplan.

Attachment

Appendix I: Key Strategic Initiatives Update: Jan - Jun 2023

Key Strategic Initiatives and Action Items	Status
KSI 1: Grow Community Connected Framework	
a. Provide direction, expectations and support for CCL framework and branch action plans	Complete
b. Increase active library members through community connections and annual promotional campaign	In progress
c. Restore core programming at all locations	Complete
d. Support City on initiatives to serve people facing barriers such as homelessness or addictions	In progress
e. Develop and implement brand campaign	In progress
f. Develop and implement targeted marketing communications strategies for priority audiences	In progress
g. Ensure compliance with Accessibility Act by September	In progress
KSI 2: Evaluate and refine public services model	
a. Create PSM evaluation plan	In progress
b. Consider and make recommendation for improved service desk statistics	In progress
c. Initiate self-serve staff training and public promotions	In progress
d. Refine public services onboarding training and increase self-directed options	Complete
e. Evaluate public services onboarding training	In progress
f. Identify next steps for Science of Service and supporting excellent service	In progress
g. Implement recommendations from branch service desk assessments	In progress
KSI 3: Improve access to digital and physical tools, training, and content.	
a. Research a feasible solution for room booking and make recommendation	In progress
b. Complete website migration	In progress
c. Conduct website content audit for Information Architecture reorganization	Scheduled for fall
d. Implement new footcount tracking system and develop roadmap for security gates	In progress
e. Implement automatic renewals in Horizon and promote to public	In progress
f. Implement Patron Point software to support: <ul style="list-style-type: none"> i. Online card registration ii. Transactional messaging/notices iii. Tracking/measures from Patron Point iv. Enhanced member communications 	In progress
g. Work with City IT staff to address issues with storage/memory on shared staff workstations	Complete
h. Replace public scanners across branches	Complete
i. Research new holds slip process and recommend direction	In progress
j. Investigate alternative authorities management practices for cataloguing and make recommendation	In progress
k. Launch and promote next Tech to Go collection item	Complete

Key Strategic Initiatives Update Jan-Jun 2023

l. Create standardized user documentation for all subscription databases for use by staff & public	In progress
KSI 4: Launch mobile library service	
a. Upfit van once received	In progress
b. Consult partners and public to assess community needs and create awareness, e.g. name the van contest	In progress
c. Identify collection needs; order, catalogue, and process collections	In progress
d. Build structure for mobile library service model into Horizon functionality	Complete
e. Identify, source, and implement technology needs	In progress
f. Establish staffing schedule	In progress
g. Develop a process to evaluate success	In progress
h. Develop and implement marketing plan (website, promotions, van vinyl wrap, etc.)	In progress
i. Develop and implement fundraising plan for mobile library	In progress
KSI 5: Prioritize staff wellbeing and development	
a. Complete actions in Surrey Libraries 2022 Employee Engagement Plan to address 5 priorities: <ul style="list-style-type: none"> i. strengthen SLT connection with employees ii. improve opportunities for and awareness of training, development, and career progression for all employees iii. build a culture of continuous improvement iv. improve employee wellbeing and mental health awareness v. ensure employees feel more connected to Library's purpose 	In progress
b. Conduct employee engagement survey in Q3	In progress
c. Complete staff training plan	In progress
KSI 6: Develop an EDI plan	
a. Establish terms of reference and regular meeting cycle for EDI Committee	Complete
b. Develop action plan informed by audits, staff input and committee recommendations	In progress
KSI 7: Improve staff and community understanding of Indigenous history and culture to support reconciliation	
a. Onboard and support newly hired Indigenous Services Coordinator	Complete
b. Seek opportunities to Indigenize spaces, particularly CC, OP and NE	In progress
c. Establish ongoing Indigenous programming for community	In progress
d. Establish self-directed staff training option for Reconciliation and/or Indigenous Cultural Awareness	In progress
KSI 8: Finalize and implement Library's climate action plan	
a. Finalize and communicate plan	Complete
b. Implement plan actions	In progress
KSI 9: Advance Facility Master Plan Priorities	
a. Work with City to explore sustainable funding strategies for Facilities Master Plan	In progress
b. Advance new library branch for phase II of Newton Community Centre Project	In progress

Key Strategic Initiatives Update Jan-Jun 2023

c. Assess options for future of Strawberry Hill branch	In progress
d. Investigate options with PRC for more library and community centre space in Fleetwood	In progress
KSI 10: Build a Culture of Continuous Improvement	
a. Review purpose and terms of reference for committees, working groups and meetings.	In progress
b. Refine onboarding processes	Complete
c. Improve intranet and records management	In progress
d. Review processes for tracking and monitoring staff learning and development	In progress
e. Review recommendations from Statistics Review Project to create implementation plan	In progress
KSI 11: Prepare for the new strategic planning cycle	
a. Develop project plan and timeline, and what aspects to complete in-house.	Complete
b. Work with Board Executive to finalize project plan	Complete
c. Hire consultant to facilitate process	Complete
d. Public and staff consultation; key stakeholder outreach	Complete
e. Conduct environmental scan (SWOT)	Complete
f. Write Plan	In progress
g. Plan approval by Board	Scheduled
h. Plan communication	Scheduled

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: July 27, 2023
Subject: Board Objectives Update: January - June 2023



RECOMMENDATION

To be received for information.

BACKGROUND

The Board adopted its annual objectives at its February 23, 2023, meeting. The objectives include the Board’s governance obligations to the Library Act and are aligned to the Library’s strategic plan 2019-2023. The objectives are organized according to the balanced scorecard framework adopted in the strategic plan - community, funds, processes, and staff lenses.

Objectives were assigned to the Board’s standing committees based on the current terms of reference; and committee chairs provide status updates at the June and October Board meetings. Membership is as follows:

Executive (EXEC): Trustees Gillies, Gurm, Herrmann (Chair), Smith
Finance (FIN): Trustees Hearty, Maze, Smith (Chair),
Governance (GOV): Trustees Cuenca, Dhesa (Chair), Maze, Saran
Planning and Advocacy (PA): Trustees Powell (Chair), Saran, Sohal, Werring

OBJECTIVE	WHO	WHEN	STATUS
Community			
1. Oversee all phases of strategic plan development	EXEC	Q1-4	Ongoing. Committee met with consultants at start of process and mid-way June 1.
2. Contribute to strategic plan discussions and plan approval	ALL	Q1-4	Ongoing. Board sessions held on March 15 and June 17. Draft distributed to all trustees June 28 for input.
3. Review Advocacy Plan for any revisions	PA	Q1	Complete. Plan approved in April.
4. Support actions in advocacy plan	ALL	Q1-4	Ongoing; some actions paused.
5. Approve library annual workplan	ALL	Q1	Complete. Approved in January.
6. Assist with donor appreciation phone calls	ALL	Q1-4	Paused as program in review.

Funds			
7. Ensure successful audit completed and submitted to Province	FIN	Q1	Complete. Submitted to Province in April.
8. Review input to the preparation of the 2024 budget prior to board approval for submission to City	FIN	Q2-3	Scheduled for July
9. Support opportunities to diversify and grow library revenue by introducing staff to prospective sponsors or donors	ALL	Q1-4	Ongoing
Processes			
10. Review and update policies as necessary	GOV	Q1-4	Ongoing. Policies 1.8, 3.7 and 1.2 revised.
11. Review and update terms of reference for standing committees	GOV	Q1	3 revised and approved in May, 2 pending approval in July.
12. Coordinate board skills/strengths matrix distribution and assess results to inform board development and recruitment	GOV	Q1	Complete. Results in July Board package.
Staff/Board			
13. Approve chief librarian annual objectives	ALL	Q1	Complete. Approved in January.
14. Support onboarding and orienting new trustees	Chair	Q1-4	Complete. Chair participated in 2 onboarding meetings. Special Board session orientation to library operations in May.
15. Continue learning about and seeking opportunities to build relations with local Indigenous nations	ALL	Q1-4	Ongoing. BCLTA learning opportunities shared.
16. Establish leadership on regional and provincial level through involvement in InterLINK and BCLTA	PA	Q1-4	Trustee Maze on InterLINK and BCLTA.
17. Conduct board self-evaluation mid-year and end-of year and review feasibility of recommendations	EXEC	Q2 & 4	Mid-year informal evaluation due in July.
18. Conduct chief librarian performance review	EXEC	Q4	In progress

To: Surrey Public Library Board
From: Seline Kutan, Director, Communications and Advancement
Date: July 27, 2023
Subject: Voice of the Customer Report



RECOMMENDATION

To be received for information.

BACKGROUND

Since 2016, Surrey Libraries has been using the City of Surrey's customer feedback platform 'Voice of the Customer' (VoC) to collect feedback from its patrons. Feedback can be submitted online or by filling out printed cards available at branches.

When we receive VoC feedback forms where the patron has provided their contact information, staff contact the patron to thank them for their feedback and to discuss their concerns, if applicable.

It should be noted that the VoC is only one mechanism by which we receive and monitor feedback from our patrons. People also provide feedback through the Bibliocommons application, through email reference, in person at the branches, and over the telephone.

DISCUSSION

January – June Report

The feedback forms collect the following data:

- Overall satisfaction with Surrey Libraries' services
- Staff's competence and knowledge
- Staff's friendliness and helpfulness
- Selection of borrowing materials
- Meeting technology needs
- Convenience of library services
- Whether programs were informative, useful, and engaging
- Ease of access (operational hours, facilities, online access)

There is also space for people to provide a range of other comments, a selection of which are included in the report for review.

Trending Charts

Trends in feedback are also shown in the report.

CONCLUSION

The Voice of the Customer feedback reports are provided to the Board twice a year: January to June feedback is reported at the July board meeting and the July to December feedback is reported at the January board meeting.

Surrey Libraries VOICE of the CUSTOMER Feedback Program

WE WANT TO HEAR FROM YOU

Please submit this card and place it in the box or submit comments online at surreylibraries.ca/feedback



SATISFACTION (Please select one per line)	VERY DISSATISFIED	DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED
Overall, how satisfied were you with the service we provided today?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AGREEMENT (Please select one per line)	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
Staff were competent and knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were helpful and friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was a good selection of materials to borrow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library met a good range of technology needs. (Wi-Fi, computers, online library services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using library services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library programs were informative, useful, and engaging.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services were easy to access. (Operational hours, facilities, online access)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE CONTACT ME To receive a response from us, check the box and print your contact information below. **Please contact me by:** Email Phone

FIRST NAME	LAST NAME	EMAIL
TELEPHONE	LIBRARY BRANCH VISITED	DATE (MM/DD/YYYY)

Personal information is collected for the purposes of contacting you if requested in reference to comments provided. The City of Surrey is collecting this information under s. 26(c) of the Freedom of Information and Protection of Privacy Act. For questions regarding the collection of personal information, please contact the Manager of Marketing and Communications at 13450 104 Avenue, Surrey, BC V3T 1V8, 604-591-4011.

If you have suggestions for our collection, please submit online

COMMENTS: (Would you like to expand on a previous question or have any other)

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.....

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OFFICE USE ONLY | Please print



LIBRARY BRANCH	DATE RECEIVED
1ST FOLLOW-UP DATE	COMPLETED BY
NOTES ACTION TAKEN	
2ND FOLLOW-UP DATE	COMPLETED BY
NOTES	

111037

GET IN THE KNOW

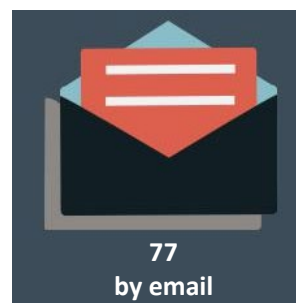
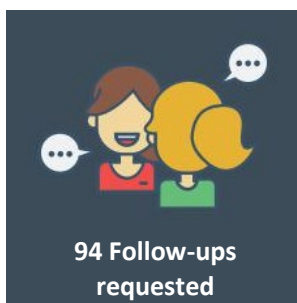
Subscribe to Surrey Libraries News & Updates today!
surreylibraries.ca/newsletter



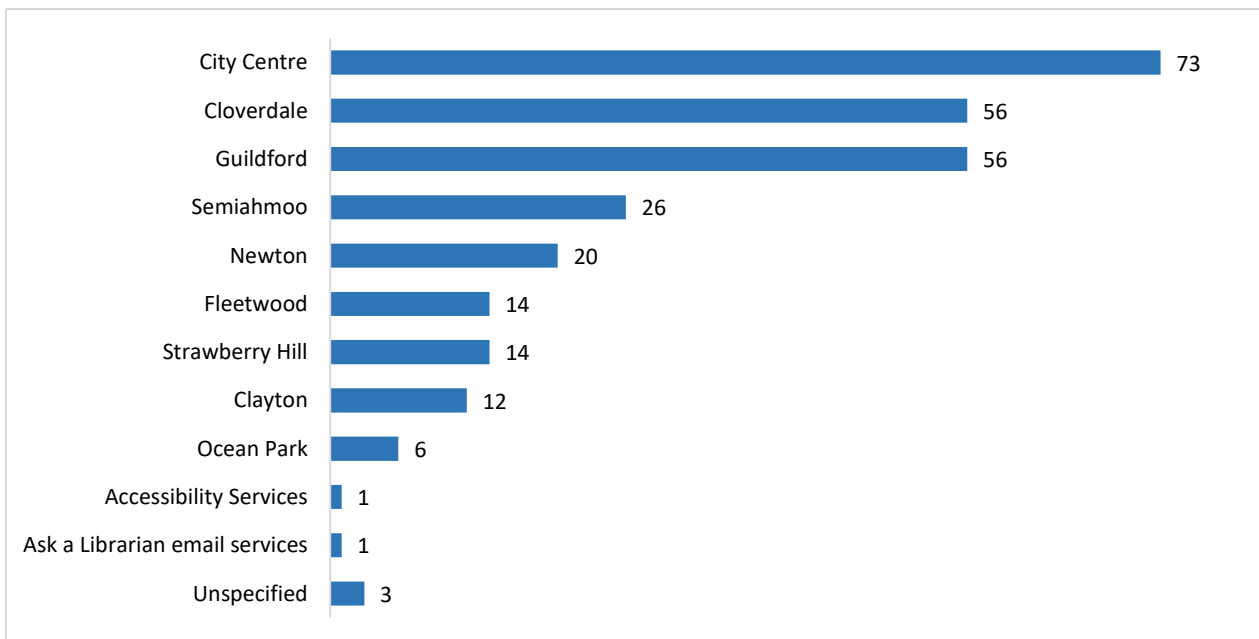
SHARE A COMMENT

We want to hear from you!
Submit service feedback:
surreylibraries.ca/feedback

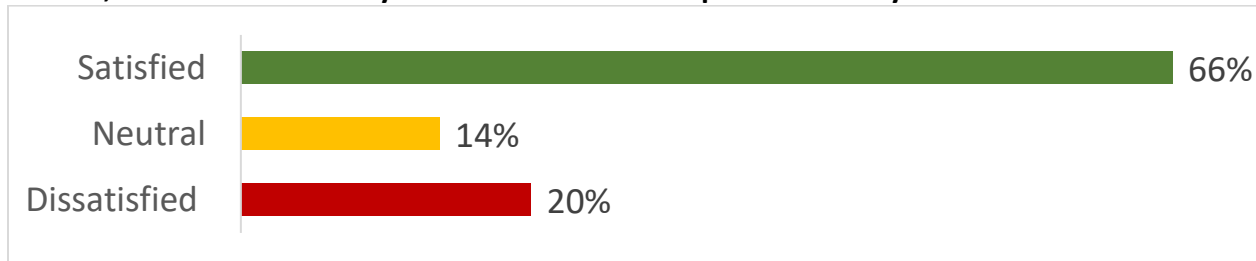
VoC Submissions | Jan 1 – Jun 30 | 2023



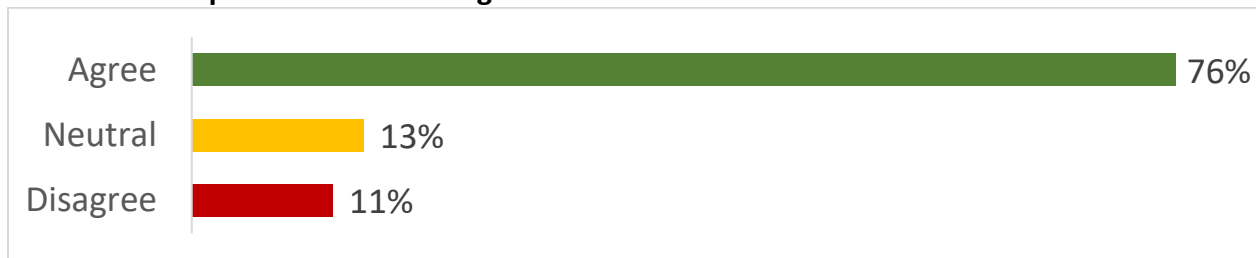
Submissions by Branch/Channel



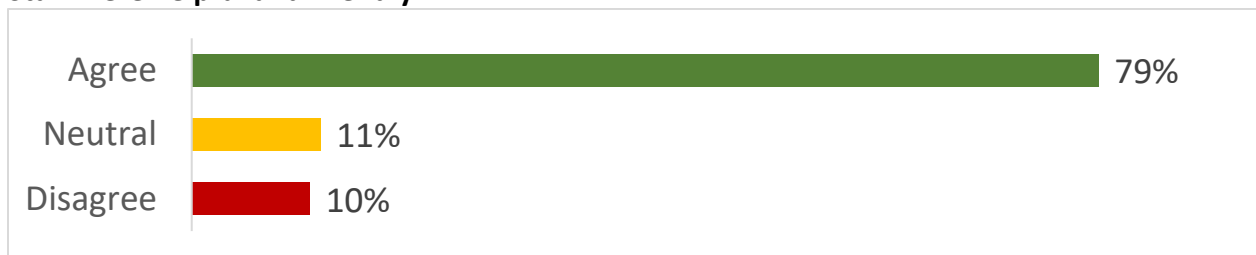
Overall, how satisfied were you with the service we provided today?



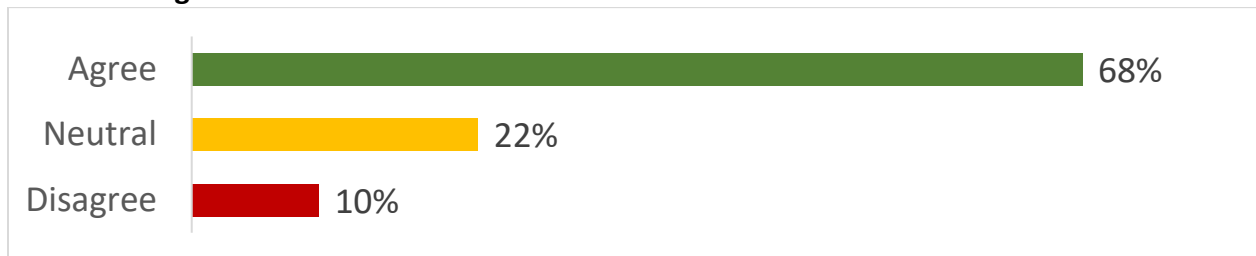
Staff were competent and knowledgeable



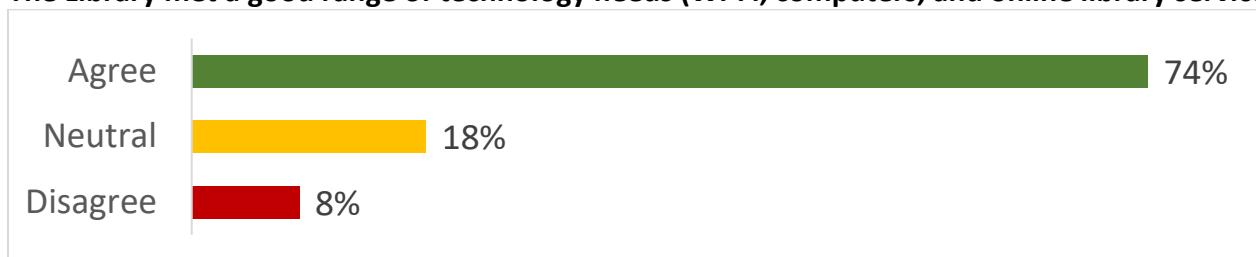
Staff were helpful and friendly



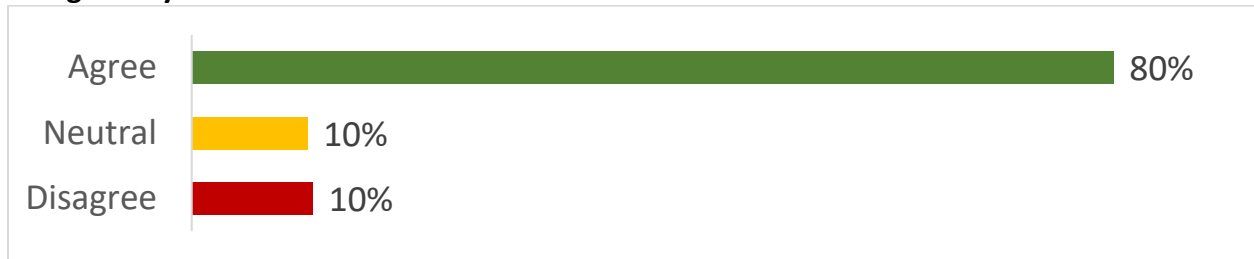
There was a good selection of materials to borrow



The Library met a good range of technology needs (Wi-Fi, computers, and online library services)



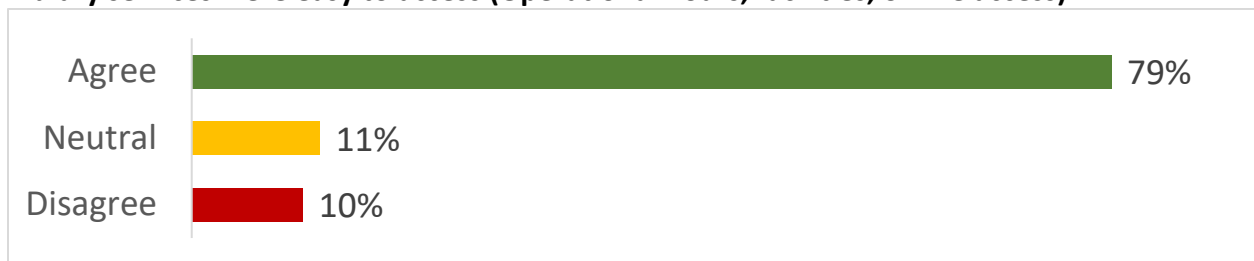
Using library services was convenient



Library programs were informative, useful and engaging



Library services were easy to access (Operational hours, facilities, online access)



Sample of Comments

Closing at 5 on Fridays is not convenient. Thank you! – City Centre

Thank you for such a great library and friendly caring staff. I had the pleasure of meeting [staff name], she was so helpful and offered to assist me with my employment program posters. Thank you so much for the support [staff name] – City Centre

Hey, it is a serious concern while studying in the study area when people come and talk loudly while others are studying. There are no staff/guards to come and have a look for round check-up. This library is open to public but at the same time it is important that there should be absolute silence & especially in the quiet study area. There was a girl who I believed had an exam and she left the place due to some people talking consistently. I urge you to please look up into this matter seriously at earliest. Thank you. – City Centre

I would wish to see more diversity in children books, specifically Swahili books and generally African stories books. I know they are available in other branches but not in Clayton branch. I would really appreciate thank you. – Clayton

Thank you for being friendly & helpful. You have provided a warm friendly place for many to spend our winter days. It's wonderful to hear & see how your staff taking the time for each person. P.S. really enjoy the art display & bulletin board & selection of books. – Cloverdale

Please add Urdu Section from world languages in Cloverdale branch. It would be much appreciated. – Cloverdale

THE COMMUNITY HUB, attended today, was very informative and very helpful for the new commers. Hoping these kind of events more in the future. – Cloverdale

Lovely staff, good place to study. Only wish if there is a "Quite Place" in the library, where no one can talk on the phone and/or held meetings. – Fleetwood

Using my community library location (Guildford), I've noticed there is no convenient "quick drop" for borrowed material. A lot of people, like myself, use the parking lot and walk in, and others park along the front of the building in a no stopping area. It would be most useful to have a drop box for people that are only dropping items off, as other libraries have. Thank you for considering this request. – Guildford

chat GPT is very popular AI software it can answer question do homework. program.... Just wondering how we can access this program in public Library. Thanks. – Guildford

Thank you for all the lovely books - Thank you for being so helpful & patient! Your suggestions have helped my kid read & spell better! – Guildford

[Staff name] promptly greeted me upon arrival and showed me to the scanning station. She stayed with me giving clear instructions. A friendly and stress free experience which is perfect. Thanks [staff name]! – Newton

I do not understand the logic behind getting rid of late fees. From what I see, more and more books are returned late or "lost" - which inconveniences the majority of patrons who act responsibly and return materials on time. If a person needs a book longer than 3 weeks, they should renew it or return it, which activities are both free. – Ocean Park

Need to expand indigenous collection to similar to other library systems (VPL/NVPL/Burnaby) – Semiamoo

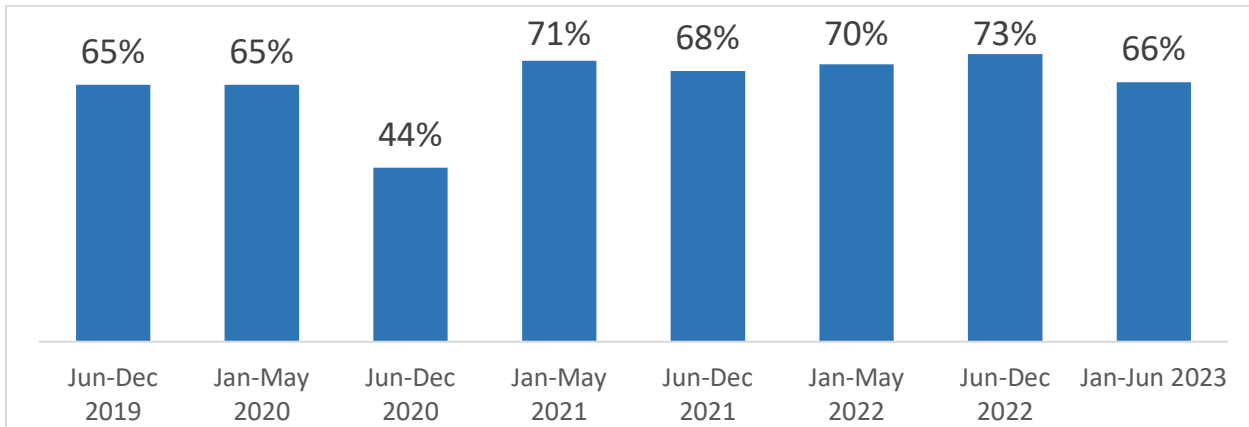
please get thicker toilet paper! – Semiamoo

Dear Staff, I would like to request library management, please put a sign board of Silent Mobile Phone. Noise levels from continuous phone ringing and talking loudly at the library is becoming more unbearable especially for students and senior citizen patrons. Thanks! – Strawberry Hill

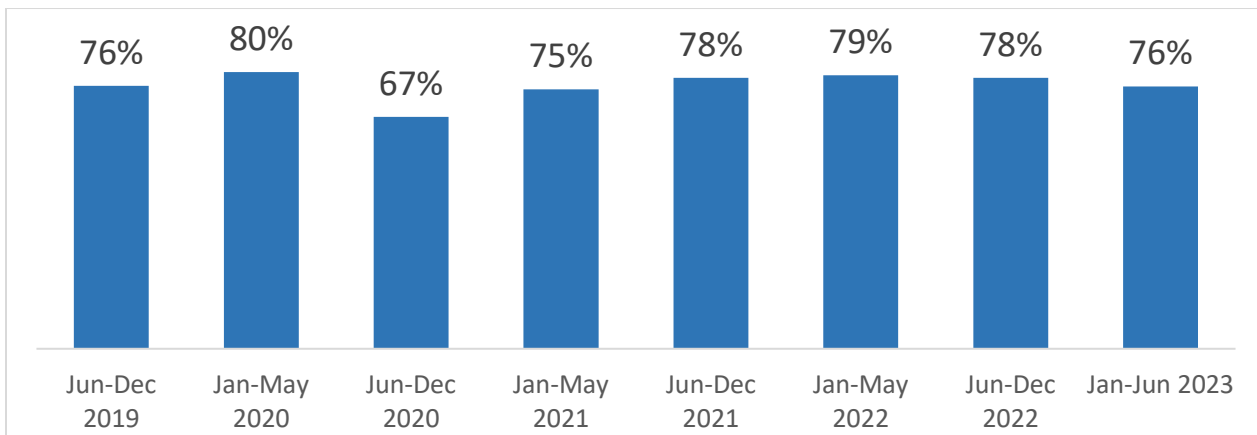
Please introduce double-sided printing option to patrons. Thanks! – Strawberry Hill

Trending Charts

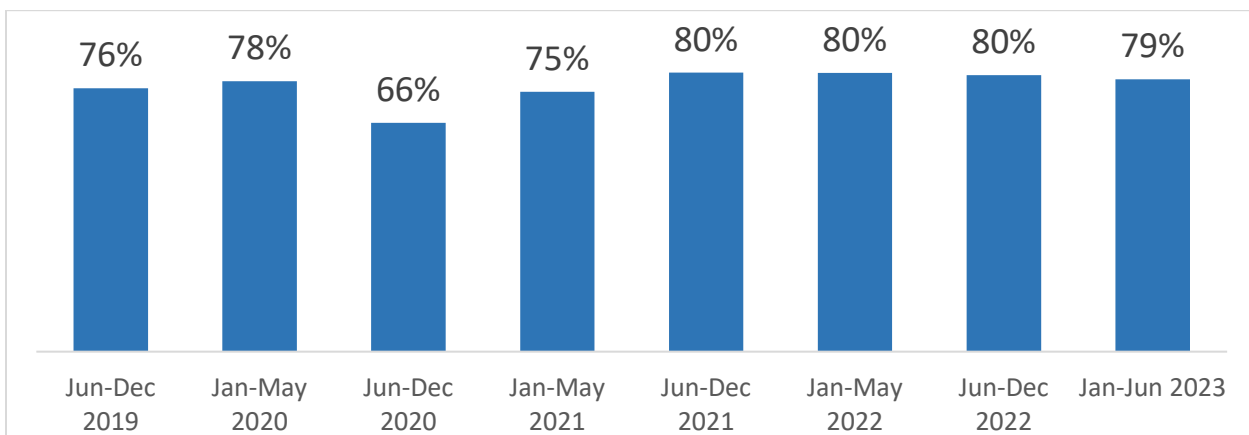
Overall, how satisfied were you with the service we provided today? (% Satisfied)



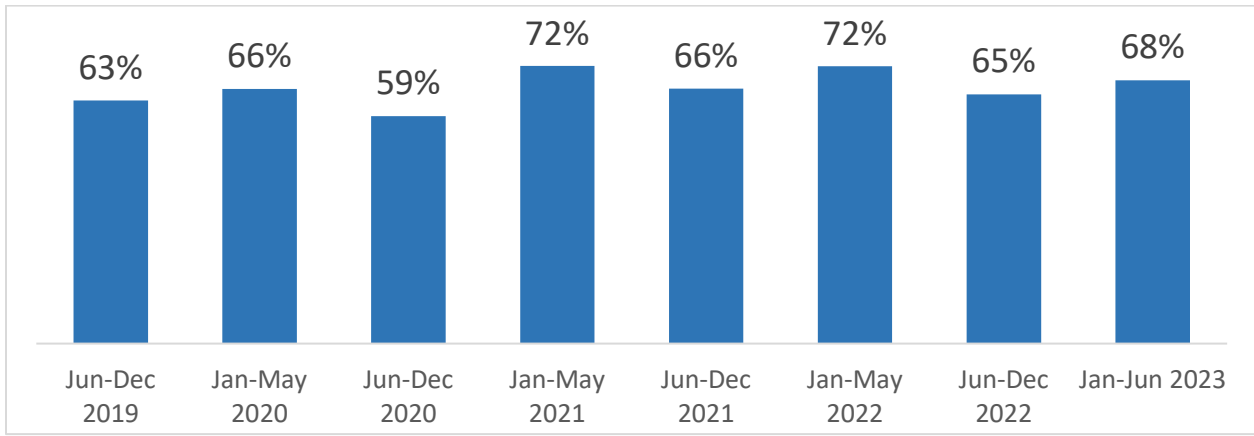
Staff were competent and knowledgeable (% Agree)



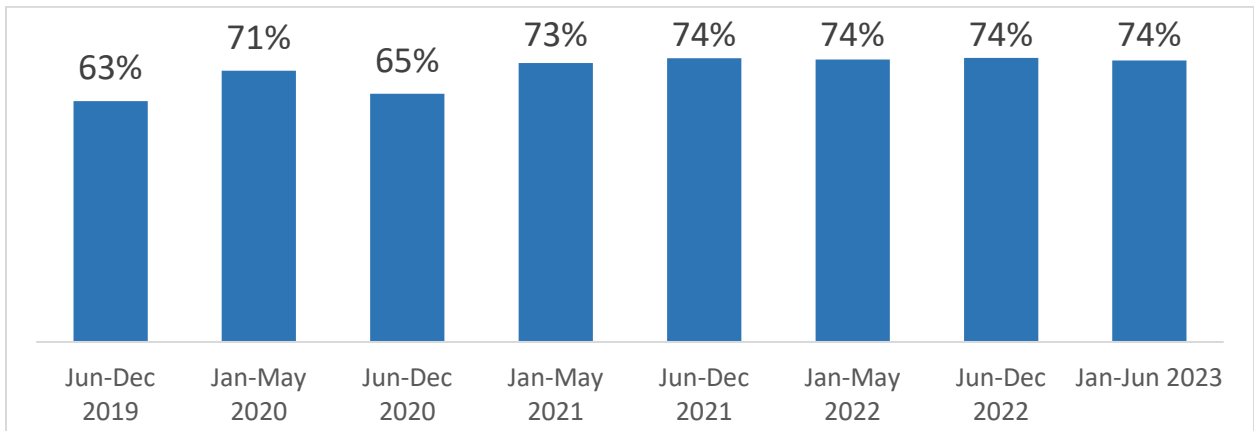
Staff were helpful and friendly (% Agree)



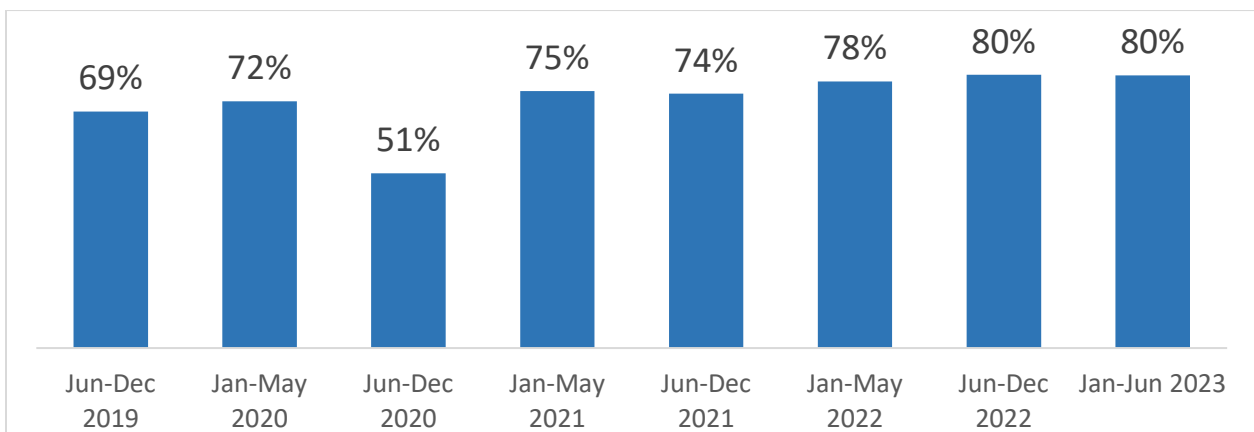
There was a good selection of materials to borrow (% Agree)



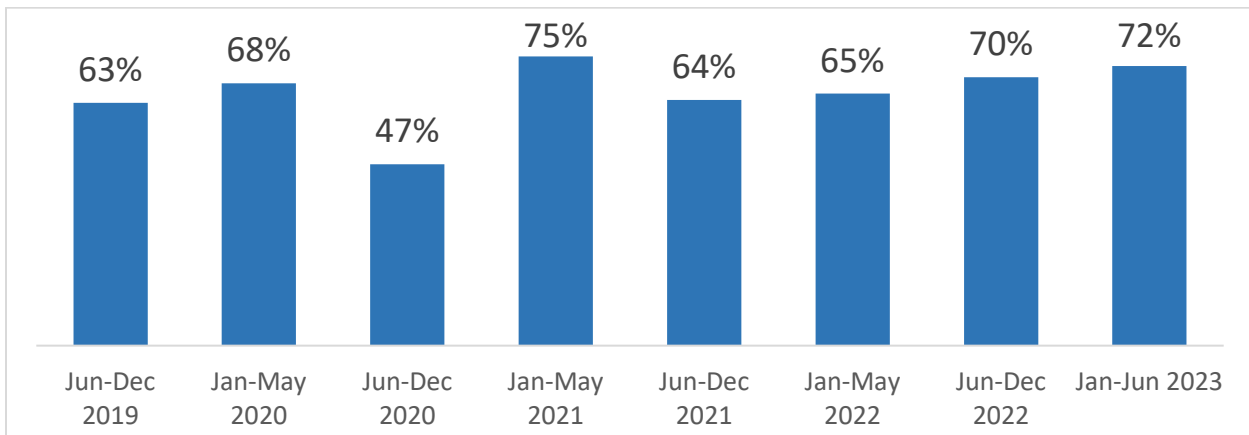
The Library met a good range of technology needs (Wi-Fi, computers, and online library services) (% Agree)



Using library services was convenient (% Agree)



Library programs were informative, useful and engaging (% Agree)



Library services were easy to access (Operational hours, facilities, online access) (% Agree)

