

**MINUTES OF A MEETING OF THE PRINCE GEORGE PUBLIC LIBRARY BOARD  
HELD WEDNESDAY, MARCH 27, 2024 AT 6:30 PM  
KEITH GORDON ROOM AT BOB HARKINS/ONLINE VIA ZOOM**

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Present: Anna Duff (Chair)  
Jenne Amell (Vice Chair)  
Kirsten Thomson  
Jen Wilczek  
Erin Anderlini  
Vash Ebbadi-Cook

Also Present: Paul Burry (Library Director)  
Kyanna Coe (Manager of Finance & Facilities)

Regrets: Andrea Palmer  
Councillor Garth Frizzell  
Rahim Somani

**6:30 p.m. Board Education Session**

Provincial Enhancement Grant Plans by Library Director Paul Burry.

**1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT**

- The meeting was called to order at 7:05 p.m.
- Jennifer Wilczek shared a territorial acknowledgement of the unceded traditional territory of the Lheidli T'enneh people, and welcomed everyone to the board meeting.

**2. APPROVAL OF PREVIOUS BOARD MEETING MINUTES**

**Motion: That the Library Board approve the minutes of the February 28, 2024 meeting as distributed. The motion was moved and seconded. The motion was carried.**

**3. APPROVAL OF MEETING AGENDA**

**Motion: That the Library Board approve the agenda for the March 27, 2024 meeting as distributed. The motion was moved and seconded. The motion was carried.**

#### 4. ACCEPTANCE OF CONSENT AGENDA

**Motion: That the Library Board accept the Consent Agenda as distributed. The motion was moved and seconded. The motion was carried.**

#### 5. REPORTS/PRESENTATIONS

a) Board Chair Report – Anna Duff

- Anna has submitted herself as a potential nominee for the BCLTA board. She had a phone call with their chair last week.
- Mike Gagel will be staying on the BCLTA Board for another year.
- Anna and Paul will be appearing before Lheidli T’enneh Chief and Council in April to make a presentation regarding expanding library board member eligibility to include a trustee selected by Lheidli T’enneh.
- While Anna was in Winnipeg for work she went to the Winnipeg Public Library. They had security at the door and she had to have her bag checked. It felt very unwelcoming. She also noticed that they had video displays in the building with advertisements playing.
- Anna presented at the Federation of Canadian Municipalities (FCM) board meeting in Prince George in March. Councillor Garth Frizzell is chair of the FCM Board
- The Library’s social media presence has been doing very well.

b) Library Director – Paul Burry

**Improving the User Experience**

Plan, deliver, and build awareness of library services and programs that respond to the needs of our community.

- The new library card designs launched in early March and are generating excitement for patrons to renew their accounts or update their cards. Four designs are available for patrons to choose from, including one design specifically for Nechako Branch.
- The Library’s new phone system has been installed and was launched at the end of February. Library staff continues to work to ensure the system is functioning optimally.
- The Community Seed Library launched March 9th at both branches of the library. Empowering the community to "Borrow, Grow, Return," this partnership between the David Douglas Botanical Garden Society, the Prince George Master Gardeners, and PGPL encourages residents to engage in the time-honoured tradition of seed saving while fostering community resilience and self-reliance. 2024 marks the third year that the Seed Library has been available at PGPL. More than 1,050 seed packages were borrowed in 2023.
- Updated Home Service Brochures are now available. PGPL currently provides home service to 43 individuals at 6 different seniors residences and care homes.

## **Expanding our Reach**

Create opportunities for reaching community groups and individuals who are not regular users of the library.

- Spring Break programming, particularly in the youth department, is showing very strong attendance. On Tuesday, March 19<sup>th</sup>, Lego Time at Nechako had to be moved into a larger space due to an unprecedented number of participants, and Storytime at Bob Harkins on March 21<sup>st</sup> saw 57 participants. With special events such as “Afternoon of STEM” and “Lunar Gateway” still to take place, Spring Break program attendance numbers are expected to be very strong for 2024.
- The Teen Art Showcase launched on March 1<sup>st</sup>. This year’s showcase features 18 submissions from local teens in a variety of different media, ranging from ceramics, needle felting and miniatures, to drawings and paintings.
- PGPL continues to reach youth and parents directly through the school system with both school visits and school outreach activities. On February 28<sup>th</sup> and March 5<sup>th</sup> Library staff visited Nusdeh Yoh and Ron Brent schools respectively, hosting “Forgiveness Fairs” open to students, staff, and parents. Five school tours came through the Bob Harkins Branch in March prior to Spring Break, and Carrier Sekani Family Services are booked for two group tours at the Bob Harkins Branch in the coming weeks.
- PGPL ran a mini social media campaign, “12 Awesome FREE Things for Youth to do over Spring Break,” resulting in Facebook reach of 10.9 thousand people between March 15<sup>th</sup> and March 22<sup>nd</sup>. PGPL’s organic Facebook reach between December 23<sup>rd</sup> and March 21<sup>st</sup>, which included the Winter Blues campaign, was 79.5 thousand.
- The Winter Blues marketing campaign has now concluded, with signage in a few bus shelters around town still remaining. While gate and borrowing numbers are yet to be determined, the report from our digital campaign show our click through rate to be nearly 2.5x the national average – 0.20% versus 0.08% for Programmatic Advertising in Canada. The Winter Blues Digital campaign resulted in 330,238 total impressions outside of our regular Social Media statistics.

## **Developing Partnerships & Advocacy**

Make connections and build relationships with community partners and library stakeholders representing the diversity of our region.

The programming department continues to develop and strengthen relationships with a diverse group of community organizations through partnership programming. Partnership programming for March 2024 includes:

- Two separate tax workshops (Canada Revenue Agency with Service Canada, and Family Services of Greater Vancouver)
- The Seed Library and related workshops (The David Douglas Botanical Garden Society and the Prince George Master Gardeners)

- All About Tenancy (PG Urban Aboriginal Justice Society and the PG Community Legal Clinic)
- Queer Connections Movie Night (Northern BC Queer Connections Society)
- Smart Recovery (Foundry Prince George)
- Craft & Chat (Great Northwest Fibre-Fest)
- StoryWalk (Central BC Railway and Forestry Museum and Child Care Resource and Referral Centre)
- An Afternoon of STEM (SAGE – STEM Accelerates Girls Excellence)
- Library Assistant Elizabeth Hannah at the Lunar Gateway (H.R. MacMillan Space launch of the Community Seed Library Centre)

### **Designing Welcoming Spaces**

Create safe, attractive, inclusive library spaces that the community can take pride in.

- Both the end-of-range sign holders and the call number signs are in the process of being updated on the shelves on both floors of the Bob Harkins Branch. End of range sign holders have been replaced with low profile, magnetic holders which are much easier to update and reposition. End of range signage has been updated with a new colour coding system and a clean, bold look.
- Extended open hours at the Nechako Branch began on March 7th. The branch is now open until 8:00 pm on Thursday evenings, expanding opportunities for patrons to visit as well as creating opportunities to schedule evening programming at the branch. Door signage at Nechako has been updated to reflect the change.
- Throughout Spring Break, visitors to the library can participate in a self-directed Dakelh Scavenger Hunt on the main floor of Bob Harkins, and throughout the Nechako Branch. The scavenger hunt features images and words to encourage participants to become familiar with the Dakelh words for common animal names.

### **Strengthening Staff Communications & Relationships**

Promote and support collaborative relationships among library staff, encouraging a culture of cooperation and innovation.

- A new Staff Intranet web resource on Sharepoint was launched on March 12<sup>th</sup>, with an opportunity for staff to provide feedback on the updated page before the decommissioning of the old version on March 26<sup>th</sup>.
- New temporary Customer Experience Assistant Adesoye Oyeyiola joined the PGPL team in March.
- The Joint Health & Safety Committee has created a Risk Assessment Survey and shared it with all staff. The survey encourages staff to share information about the risks to health and safety that they face in the course of performing their work duties at PGPL. This information helps the Committee and management address any significant hazards in the workplace, and eliminate or minimize the risks of harm or injury to library staff.

c) City Council Representative

- No report.

d) Library Advancement Committee

- No meeting in March.

e) Governance Committee

- Financial Statements were reviewed and will be recommended for approval.
- There were some revisions made to the Purchasing Policy. Kyanna will make the changes and bring it back to the committee for approval.
- There was an update to the library's banking. Paul and Kyanna will be meeting with the Regional Manager of CIBC Commercial Services who has transferred the library's account to commercial banking.

f) Local History Committee

- There was a review of the 2023 Jeanne Clarke Awards reception, tracking the suggestions to be integrated into planning for next year's event.

g) Friends of the Library

- Jenne Amell contacted the President of the Friends of the Library by email and confirmed Kyanna's attendance at their meetings and her role with the Friends of the Library.
- They have drawn up a Code of Conduct and it will be reviewed March 28<sup>th</sup>.

h) NCLF Board

- The AGM will be held in-person in Prince George in April 2024. Kirsten will report on this meeting at the next board meeting.

i) BCLTA

- The AGM is happening on April 24<sup>th</sup>.
- Jenne will be stepping down from BCLTA because of a personal time commitment that conflicts with BCLTA.
- The Executive Director has proposed the idea, similar to what the PGPL board has done to expand eligibility for library trustees, to introduce greater diversity on the BCLTA board by permitting non-trustee members to participate.
- The resolution proposal is to allow a non-trustee member to join the BCLTA and to add diversity and to include diverse skill sets and other perspectives. This would include those

who are Indigenous, lower income, youth, immigrants, etc. Also, for some specialized roles such as writing grants and insights on accessibility.

- The initial proposal was initiated by Veja Coronado, the current Executive Director of BCLTA. The proposed resolution adds a section in the BCLTA bylaw which opens the eligibility to non-trustees with limited seats and only if deemed necessary in order to represent specific perspectives or skill sets aligned with the needs and mandates of BCLTA.
- Adding this bylaw would not mean that BCLTA would automatically recruit non-trustees. It provides the option to be able to do so and therefore future-proofs the organization.
- The bylaw change, although unprecedented, would not conflict with any Public Library sector expectations and would comply with the Societies Act that governs the BCLTA as a non-profit organization. Veja has had some informal chats with trustees, including Jenne, around the subject and has had strong support.
- If this resolution is passed by the membership at the 2024 AGM, the BCLTA board would be able to build internal policies around this topic as it will be more urgent and incentivized.
- Veja is requesting that the resolution be presented by a library trustee or institutional member. Jenne proposed that PGPL trustees work with the Executive Director to craft the language of the resolution prior to April 12th at the latest and present it at the AGM on April 24<sup>th</sup>.
- Anna, Jenne and Vash will meet to discuss and draft a motion to bring to the BCLTA AGM.

## 6. DISCUSSION/DECISION ITEMS

### a) Approval of Financial Statements February 29, 2024

- The Financial Statements were reviewed.

**Motion: That the Library Board approve the Financial Statements to February 29, 2024 as recommended by the Governance Committee. The motion was moved and seconded. The motion was carried.**

### b) 2023 Provincial Public Library Grant Report

- Paul reviewed the report for board members. One edit was suggested by Kirsten.

**Motion: That the Library Board approve PGPL's 2023 Provincial Public Library Grant Report as amended, with the inclusion of any changes the Board Chair deems necessary upon additional review. The motion was moved and seconded. The motion was carried.**

## 7. OTHER/NEW BUSINESS (SCHEDULE/ASSIGN TO COMMITTEE)

### a) Committee Meetings for April

- Library Advancement – April 9<sup>th</sup> at 12:00 p.m.
- Governance Committee – April 16<sup>th</sup> at 4:30 p.m.
- Board Meeting – May 1<sup>st</sup> at 6:30 p.m. (Presentation of the 2023 Audited Financial Statements)

### b) Trustee Excellence Award

- PGPL has nominated former library trustee Mike Gagel for the BCLTA Trustee Excellence Award.

### c) Board Look Ahead

- The Pride Parade will not be taking place in Prince George this year. Vash confirmed that there will be other Pride events scheduled for the summer that PGPL could assist in supporting.

## 8. ADJOURNMENT

**Motion: That the Library Board adjourn the library board meeting at 8:06 p.m. The motion was moved and seconded. The motion was carried.**



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**Paul Burry**  
**Library Director**



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**Anna Duff**  
**Chair**