

Surrey Public Library Board Regular Meeting
December 7, 2023 at 6:00 p.m.
City Centre branch



A G E N D A

	PAGE	TIME
1. CALL TO ORDER & LAND ACKNOWLEDGEMENT		
<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 September 21, 2023, Regular Meeting of the Surrey Public Library Board	1 – 3	
b) Financial Statement for the period ending October 31, 2023	4	
c) City of Surrey Permissive Tax Exemption Strawberry Hill Corporate Report, September 25, 2023	5 – 14	
4. NEW BUSINESS/DISCUSSION		6:05
a) Board Procedures Manual Section 8 Revisions	15 – 16	
<i>Recommended Motion: To approve the proposed revisions to the Board Procedures Manual</i>		
b) Provincial Enhancement Grant Allocations	17 – 18	
<i>Recommended Motion: To approve the proposed provincial enhancement grant allocations</i>		
c) 2024 Board Meeting Dates	19 – 20	
<i>Recommended Motion: To approve the 2024 Board meeting dates</i>		
5. INFORMATION ITEMS		6:25
a) Reports		
i. Notice of Election	21 – 23	
ii. Fund Development Update	24 – 27	
iii. 2023 Satisfaction and Awareness Survey Report	28 – 41	
iv. 2023 Key Strategic Initiatives Year-end Update	42 – 44	

v.	2023 Board Objectives Year-end Update	45 – 46
vi.	2023 Board Advocacy Plan Update	47 – 48
vii.	Surrey Libraries Equity, Diversity, Inclusion and Accessibility Plan	49 – 52

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. Tree of Giving Fundraiser

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

6. ROUNDTABLE

6:40

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

7. IN CAMERA MEETING

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

8. NEXT LIBRARY BOARD MEETING

January 25, 2024, City Centre branch (to be confirmed)

9. MOTION TO ADJOURN

6:45

TIME ALLOTTED: 45 MINUTES

**Surrey Public Library Board Regular Meeting
September 21, 2023 at 6:00 p.m.
Strawberry Hill Branch**



Present: Trustees Herrmann (Chair), Dhesa, Gillies, Gurm, Hearty, Maze, Powell, Saran, Smith, Sohal, Werring
Regrets: Councillor Kooner, Trustees Cuenca
Staff: Surinder Bhogal, Chief Librarian
Michael Ho, Director, Administrative Services
Jenny Fry, Director, Programs and Partnerships
Kristen Andrews, Director Public Services
Seline, Director, Communications and Advancement
Nav Gill, Administrative Coordinator
Guest: David Kerr, Manager Community Connections

M I N U T E S

1. CALL TO ORDER & LAND ACKNOWLEDGEMENT

The September 21, 2023 Regular Meeting of the Surrey Public Library Board was called to order at 6:00 p.m. Trustee Herrmann 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 September 21, 2023."

Trustee Gurm moved and Trustee Maze seconded –

CARRIED

3. ADOPTION OF THE CONSENT AGENDA

- a) Minutes of July 27, 2023, Regular Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending August 31, 2023
- c) Correspondence from InterLINK regarding net lender credit
- d) Correspondence to InterLINK for net lender credit
- e) Mayor's Literacy Month Proclamation from September 11, 2023 Council Meeting

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

Trustee Maze moved and Trustee Werring seconded –

CARRIED

4. STAFF PRESENTATION

David Kerr, Manager Community Connections, presented on Lowering Barriers to Service. He outlined the Library's efforts in being more inclusive through initiatives such as outreach to Indigenous communities, children and youth, and offering story times in different languages.

5. NEW BUSINESS/DISCUSSION

- a) Surrey Libraries 2024-2028 Strategic Plan

MOTION: "To approve the Strategic Plan."

Trustee Smith moved and Trustee Hearty seconded –

CARRIED

- b) Budget 2024 Proposal

MOTION: "To approve the 2024 Operating Budget for submission to the City of Surrey."

Trustee Gurm moved and Trustee Smith seconded –

CARRIED

- c) Board Self-Evaluation process

MOTION: "To approve the addition of proposed questions to the Board's self-evaluation survey."

Trustee Saran moved and Trustee Hearty seconded –

CARRIED

6. INFORMATION ITEMS

- a) **Reports**

None

- b) **Verbal Updates**

- i. Committees:

Executive: Trustee Herrmann reported that the committee is meeting in mid-November.

Governance: Trustee Dhesa reported the committee is meeting in October.

- ii. BCLTA: Trustee Maze reported the new BCLTA Executive Director is interested in meeting all local boards, and a strategic planning retreat is scheduled in November.

- iii. InterLINK: No update

- iv. Staff updates:

1. Director Public Services: January 2024 there will be an increase to service hours at branches. 3 branches will be opening early on Sunday and 7 branches will return to close at 9 pm Monday to Thursday.

2. Director, Programs and Partnerships: With 89 outreach visits that reached 31000 children and teachers, the Summer Reading Club hit the highest registration ever recorded in Surrey Libraries history. At 17,000 it's the highest registration in BC. On September 5, Surrey Libraries was voted in as a full member of the Surrey Urban Indigenous Leadership Committee.
3. Director, Communications and Advancement: Surrey International Writers Conference contacted Surrey Libraries to collaborate on how to provide more funding for more Surrey youth to attend the conference. They are planning on hosting an event in November to fundraise for this initiative. Once confirmed, more details will be provided to the Board via email.

7. IN CAMERA MEETING

MOTION: "To move in camera pursuant to policy 1.2 Library Board Meetings."

Trustee Gurm moved and Trustee Powell seconded –

CARRIED

8. NEXT LIBRARY BOARD MEETING

October 26, 2023, 6pm, Cloverdale Branch

Note: the October Board meeting was cancelled by the Chair via email due to limited agenda items.

9. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of September 21, 2023 was adjourned at 6:48 pm.

Trustee Maze moved and Trustee Werring seconded –

CARRIED

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

	ACTUAL YTD 2023	BUDGET YTD 2023	YTD Variance	ACTUAL YTD 2022	BUDGET 2023	ACTUAL 2022
Revenues						
City of Surrey Transfers	17,672,500	17,755,000	(82,500)	16,390,381	21,306,000	20,728,442
Provincial Government Grants	914,723	819,000	95,723	817,950	983,000	981,542
Fees & Charges	337,898	306,905	30,993	207,386	368,000	253,071
Other	119,107	31,808	87,299	136,991	35,000	72,972
Total Revenues	\$19,044,228	\$18,912,713	\$131,515	\$17,552,708	\$22,692,000	\$22,036,027
Expenditures						
Salaries and Benefits	14,905,871	15,281,430	(375,559)	13,249,185	18,507,000	16,995,933
Site Operations	1,962,147	1,922,347	39,800	1,754,596	2,324,705	2,260,221
Materials Collection	1,569,716	761,500	808,216	1,624,029	873,028	2,013,490
Supplies and Equipment	235,088	281,883	(46,795)	233,126	351,263	308,613
Professional Services	229,411	200,495	28,916	175,501	250,500	230,618
Interlibrary Services	79,831	100,000	(20,169)	79,043	100,000	79,171
Other	203,494	237,812	(34,318)	198,126	285,504	147,981
Total Expenditures	\$19,185,558	\$18,785,467	\$400,091	\$17,313,606	\$22,692,000	\$22,036,026
Period Ending Balance	(\$141,330)	\$127,246	(\$268,576)	\$239,102	\$0	\$1
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$1,625,691			\$1,727,292	\$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.

NO: R147

COUNCIL DATE: September 25, 2023

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 19, 2023**

FROM: **Acting General Manager, Corporate
Services**

FILE: **1970-04**

SUBJECT: **Permissive Tax Exemption - Strawberry Hill Library**

RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Receive this report for information; and
2. Authorize the City Clerk to bring forward *Strawberry Hill Library Tax Exemption Bylaw, 2023, No. 21022* (the "Bylaw"), attached as Appendix "I" to the report, which will provide tax exemption under Section 224(2)(b) of the *Community Charter* for a one-year period beginning with the 2024 taxation year, for the required readings.

INTENT

The purpose of this report is to request that Council consider a permissive tax exemption for Strawberry Hill Library pursuant to Section 224(2)(b) of the *Community Charter*, S.B.C. 2003, C. 26 and in accordance with the City's Tax Exemption Policy (the "Policy"), which is attached as Appendix "II" to this report.

BACKGROUND

The Surrey Public Library began operation as an independent municipal library in 1983. In 1999, the City of Surrey leased a newly constructed stand-alone building in a busy commercial district at Scott Road and 72 Avenue, and in 2001 the Strawberry Hill Library opened its doors to the public. The City's lease for this space expires in 2025.

DISCUSSION

The City may consider a permissive tax exemption under Section 224(2)(b) of the Community Charter, which states that tax exemptions may be considered for land or improvements that:

- i. are owned or held by a municipality, regional district or other local authority, and
- ii. the council considers are used for the purpose of the local authority.

The Strawberry Hill Library site has received a permissive tax exemption from the City for the past 10 years.

Public Notice

In accordance with Section 227 of the *Community Charter*, public notification of the estimated value of exemption must be advertised for two consecutive weeks in a local newspaper and must include an estimate of the total value of the property tax exemption proposed under the Bylaw for each of the following three years. The advertisement will run if the Bylaw receives first, second and third reading, and the following list includes such projections for the next three years:

Year	Value of Exemption
2024	\$23,648
2025	\$25,067
2026	\$25,681

Legal Services Review

This report has been reviewed by Legal Services.

CONCLUSION

Based on the above discussion, it is recommended that Council authorize the City Clerk to bring forward *Strawberry Hill Library Tax Exemption Bylaw, 2023, No. 21022* for the required readings.

Joey Brar
Acting General Manager, Corporate Services

Appendix "I": Strawberry Hill Library Tax Exemption Bylaw, 2023, No. 21022
Appendix "II": Tax Exemption Policy

CITY OF SURREY

BYLAW NO. 21022

A Bylaw to provide for the exemption from taxation
specific properties in the City of Surrey pursuant to
Section 224 of the *Community Charter*
.....

WHEREAS Council may, by authority of Section 224(2)(b) of the *Community Charter*, S.B.C.
2003, C. 26, exempt from taxation, all or part of the land, improvements or both held by a
municipality;

AND WHEREAS Council deems it expedient to provide exemption from taxation the property
described in this Bylaw;

NOW, THEREFORE, Council of the City of Surrey, ENACTS AS FOLLOWS:

Title

1. This Bylaw may be cited as "Strawberry Hill Library Tax Exemption Bylaw, 2023,
No. 21022".

Exemptions

2. That 4,907.57 square metre portion of land and all improvements thereon, as shown
outlined and hatched in Schedule "A" attached hereto and forming part of this Bylaw,
and more particularly described as follows:

PID: 017-964-075

Lot 1, Section 19, Township 2, Plan LMP5880 NWD, Except
Plan Part Subdivided by Plan LMP45199

(the "Exempt Property"),

leased and occupied by the City of Surrey, is hereby exempt from taxation for Tax Years
2024 to 2025 inclusive pursuant to Section 224 of the *Community Charter*, subject to the
conditions provided for in this Bylaw.

Conditions

3. If:
- (a) the City of Surrey's lease or occupation of the Exempt Property ceases; or
 - (b) the Exempt Property ceases to be used for a purpose which would entitle it to exemption under this Bylaw; or
 - (c) the Exempt Property ceases to meet the conditions necessary to qualify for the exemption including, but not limited to, compliance with City policies and bylaws,
- the Exempt Property shall be liable to taxation from the date the lease or occupation ceases, or the date of the change of use or conditions, as the case may be (the "Taxation Date").
4. Where the assessment roll is completed before the cessation of the lease or occupation or before the change of use or conditions described in Section 3 of this Bylaw comes to the attention of the collector:
- (a) the collector will provide written notice to the person who, but for the exemption, would have been liable to taxation; and
 - (b) the person described in (a) shall pay to the City an amount equal to the total taxes that, but for the exemption, would have been payable on the property from the Taxation Date, together with interest compounded annually at the rate described in Section 246 of the *Community Charter*.

PASSED FIRST READING on the __ day of ____, 2023.

PASSED SECOND READING on the __ day of ____, 2023.

PASSED THIRD READING on the __ day of ____, 2023.

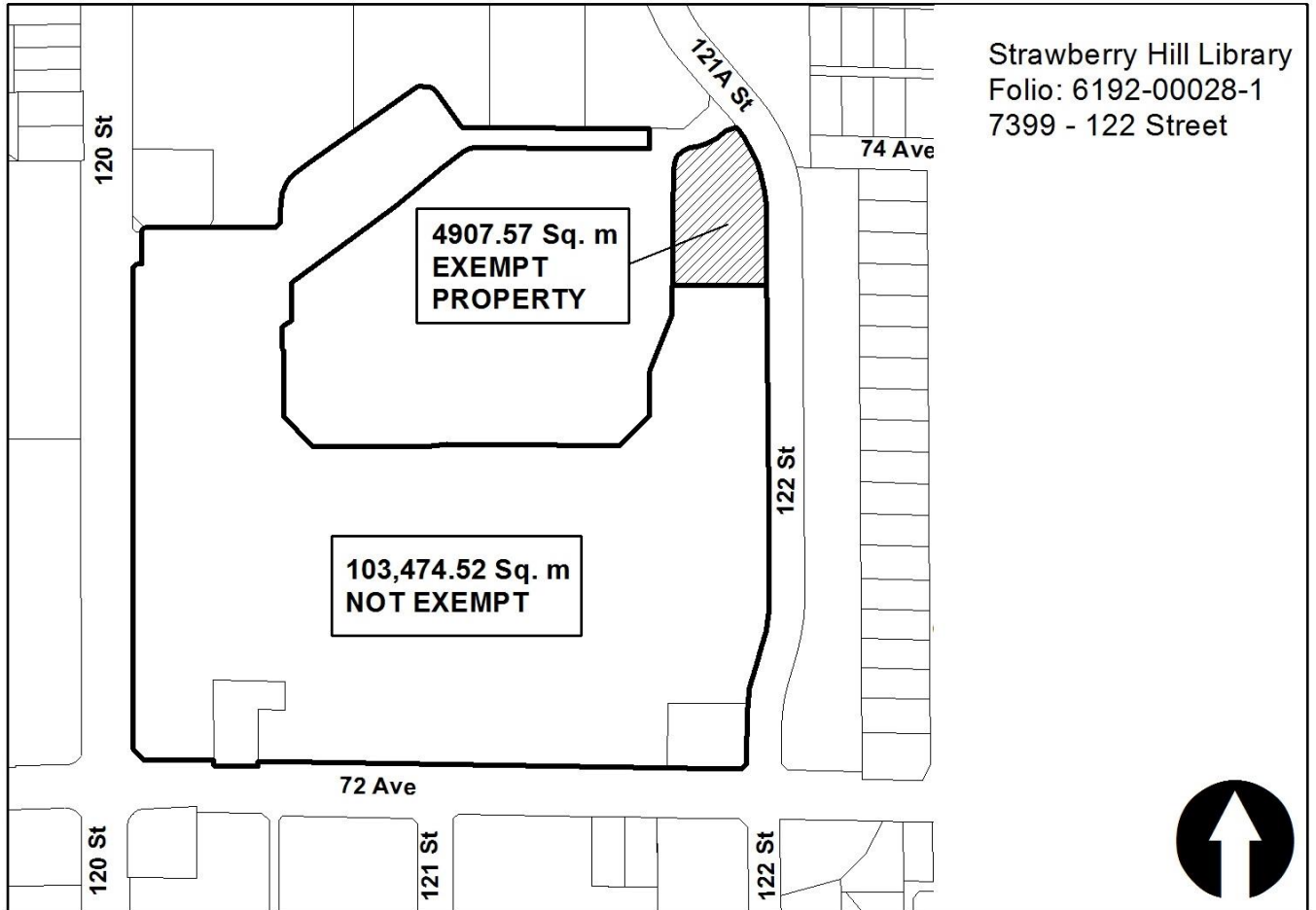
NOTICE OF INTENTION ADVERTISED in the SURREY LEADER AND PEACE ARCH NEWS on the __ day and the __ day of ____, 2023.

RECONSIDERED AND FINALLY ADOPTED, signed by the Mayor and Clerk and sealed with the Corporate Seal on the __ day of ____, 2023

____MAYOR

____CLERK

Schedule "A"





CITY POLICY

No. Q-27

REFERENCE:	APPROVED BY:	CITY COUNCIL
REGULAR COUNCIL MINUTES SEPTEMBER 29, 2003	DATE:	September 11, 2017 (RES.R17-2582)
	HISTORY:	September 23, 2013 (RES.R13-2009)
		October 1, 2012 (RES.R12-2081)
		September 12, 2011 (RES.R11-1561)
		MAY 30, 2005 (RES.R05-1362)
		SEPTEMBER 27, 2004 (RES.R04-2574)
		SEPTEMBER 29, 2003 (RES.R03-2358)

TITLE: TAX EXEMPTION POLICY

PURPOSE

This policy is intended to provide guidance in the processing of applications for exemption from property taxes pursuant to Sections 220, 224 and 225 of the *Community Charter*.

Exemptions provided for in Sections 224(2), and Section 225 of the *Community Charter* are at the discretion of Council. This policy is intended to establish principles, which can serve as a guide in evaluation of applications for exemptions.

POLICY

General

1. Additional exemption under Sections 224 and 225 of the *Community Charter* are at the discretion of Council exercised in accordance with those sections and this policy. There is no obligation to give exemption. Exemptions cannot be granted if the owner does not qualify under the *Community Charter*.
2. To be considered for exemption, all applications must be consistent with municipal policies, plans, bylaws and regulations.

3. The exemptions can only be considered after the building is constructed, given final occupancy approval by the City, be occupied, operational and compliant with all licensing and permits.
4. Section 225 requires that the exemption be granted by bylaw, adopted by a 2/3 majority of Council, prior to October 31 of the year preceding the year of exemption.
5. All permissive exemptions are to be reviewed by staff each year to ensure that, based on the most current available information, they continue to qualify for an exemption.
6. Exemptions will only be considered for non-profit, charitable organizations or for-profit community care living facilities that are *licensed* under the *Community Care and Assisted Living Act*. In the case of for-profit organizations, only those beds that are publicly funded will be considered.
7. The City of Surrey may adjust a permissive property tax exemption for a property should factors important to the eligibility of the property for an exemption change at any time. This includes, but is not limited to, change of use, change of ownership and/or non-compliance with City bylaws, policies and regulations.
8. A property will not qualify for exemption if construction takes place on the property without all necessary licenses and permits having been first obtained for such construction.
9. With the exception of exemptions given under Section 225, portions of land or improvements, or both, that are used for commercial purposes, whether exclusively or non-exclusively, may not be considered for permissive exemption.
10. With the exception of exemptions granted under Section 224 (2)(g) [Leased churches], the person or organization carrying on the qualifying use must own the property for which the exemption is being sought.

Buildings for Public Worship

1. Lands Used or Occupied by a Church as Tenant or Licensee (Section 224(2)(g))

Council may exempt the land or improvements used or occupied by a church as tenant or licensee for the purpose of public worship or for the purposes of a church hall, which Council considers necessary to the church.

The provisions in Section 2, Buildings for Public Worship apply to applications under this section.

2. Buildings for Public Worship (Section 224 (2) (f))

These properties are receiving a statutory exemption under Section 220 (1)(h) for building(s) set aside for public worship along with the footprint of land on which they stand.

May be Exempted by Council

- a) any church hall considered by the Council to be necessary to the exempted building, and the land on which the church hall stands.
- b) any area of land surrounding the exempted building, an exempted hall, or both.
- c) applications for exemption under this section will be recommended to Council for inclusion in the by-law to exempt areas used by the religious facility for parking.
- d) any area of land necessary for the church to function, and required by the city to be dedicated for easements/rights-of-way/detention ponds to accommodate city services such as sewer, water, storm sewer may be exempted from taxation.

3. Not to be Considered for Exemption by Council

- a) any areas NOT used for public worship, including accommodation, care homes, retirement homes, hospitals, commercial activities
- b) any lands owned by the place of public worship that are surplus to the facility's needs.

Heritage Properties (Section 225)

Council may exempt those properties protected by Heritage Designation or Heritage Revitalization Bylaws, and which meet or exceed the minimum maintenance standards regulated by Bylaw No. 18931. In addition, the property must be in compliance with its associated Designation or Revitalization Bylaw.

Exemption will be considered for the original maintained heritage structure only. Added improvements or reconstructed structures are not eligible for permissive exemption under this Section.

Hospitals

1. Exempted by the *Community Charter* (Sections 220(1)(j) and 224(2)(h))

A building set apart and used solely as a hospital under the *Hospital Act*, except a private hospital under that Act.

2. May be Exempted by Council

Any area of land surrounding the building, not including land exempted under the *Hospital Act* or *Hospital District Act*.

Non Profit, Charitable or Philanthropic (Section 224(2)(a))

Council may exempt land or improvements not being operated for profit or gain and owned or held by a charitable, philanthropic organization or other not for profit corporation supported in whole or in part by public funds and used exclusively for charitable or philanthropic purposes.

To qualify for an exemption under this section, the applicant must demonstrate that the services of their organization are open to and used predominantly by Surrey residents.

Private (Independent) Schools (Sections 220(1)(l) and 224(2)(h.1))

A building owned by an incorporated institution of learning that is regularly giving children instruction accepted as equivalent to that given in a public school, in actual occupation by the institution, Licensed by the Ministry of Education and wholly in use for the purpose of giving instruction and statutorily exempted by the Province, either in part or in whole

Permissive exemptions will only be considered for independent schools who share campus lands with a place of worship. Exemption may be granted for the lands surrounding the church and deemed by the BC Assessment Authority to be used primarily for church purposes, and as such, do not receive a statutory exemption in conjunction with the independent school.

Parks, Recreation & Athletic (Section 224(2)(i))

Council may exempt the land or improvements for certain parks, recreation and athletic purposes, provided the application meets the criteria set out in Section 224(2) (i) of the *Community Charter*.

To qualify for exemption under this section, the applicant must demonstrate that their facility is open to and used by Surrey residents.

Private Hospitals/Institutions Licensed Under the *Community Care and Assisted Living Act* (Section 224(2)(j))

1. May be Exempted by Council

- a) Land or improvements owned or held by a person or organization and operated as a private hospital licensed under the *Hospital Act*;
- b) Land or improvements owned or held by a non-profit organization and operated as a non-profit care facility licensed under the *Community Care and Assisted Living Act*, and
- c) That portion of the land or improvements owned or held by a for-profit organization and operated as a care facility licensed under the *Community Care and Assisted Living Act* and receiving publicly funded care.
 - i) In the case of for-profit care facilities, the term "publicly funded" means those beds that are funded by the Fraser Health Authority (FHA) or other public body on a full-time, 365-day-per-year basis and does not include temporary beds that are funded by the FHA or other public body from time to time as needed.

To: Surrey Public Library Board
From: Governance Committee
Date: December 7, 2023
Subject: Board Procedures Manual, Section 8: Board Composition



RECOMMENDATION

To approve the proposed revisions to the Board Procedures Manual, Section 8: Board Composition.

BACKGROUND

The Board Procedures Manual outlines processes to guide the Board's work and support decision making. The Governance Committee periodically reviews the manual and is proposing edits to Section 8: Board Composition, to create a clearer and more robust process. The draft outlined is recommended for approval by the Governance Committee.

DISCUSSION

The original wording is in black font. Recommended revisions are outlined in red font.

Section 8: Board Composition

The Library Act, Section 5 (2) stipulates that the Library Board is to consist of an uneven number of members, not fewer than 5 or more than 13, selected as follows:

- a) One from the municipal council;
- b) the remainder from people who are residents or electors of the municipality who are not members of the municipal council or employees of the municipality or library board.

Members must live in Surrey, may not be employed by the City of Surrey or Surrey Public Library, and must be 18 years of age or older to serve on the Board.

Trustees are appointed by Mayor and Council for terms of two years and are eligible for reappointment to a maximum of three additional terms, for a maximum total of eight years. Appointments are usually made in December of each year.

All trustees are required to adhere to *City Policy Q-23 Volunteer Policy*. Trustees are expected to adhere to the Code of Ethics and respect the terms of the Confidentiality Agreement during their term. Appointed Members must sign off on the "*Council Appointed Volunteer Code of Ethics*" and the "*Council Appointed Volunteer Confidentiality Agreement*" before attending the meetings of the Board. Trustees are also required to abide by the City of Surrey and Library respectful workplace policies.

See Appendix J and K for Council Appointed Volunteer Code of Ethics and Council Appointed Volunteer Confidentiality Agreement.

Resignations

Trustees wishing to resign from the Library Board are required to provide the resignation in writing to the Board Chair with a copy to the Chief Librarian and City Clerk's Office. Upon their appointment to the Surrey Public Library Board, trustees receive material relating to the policies and administration of the Library. Upon termination of office, trustees must return items of a confidential nature and unpublished plans.

Leaves of Absence

For a leave of absence that will not affect their term on the Board, trustees require a Board resolution granting the leave. Trustees are required to submit a letter of request for a leave of absence **to the Board Chair with a copy to the Chief Librarian**, stating the reason and the amount of time or the actual meetings to be missed. This is added as an agenda item in the **next scheduled** regular meeting and the Board puts forward a resolution and votes to endorse the request. **If the request is endorsed, the Chief Librarian informs the City Clerk's Office.**

Vacancies Replacement

Any vacancy on the Library Board arising from a cause other than the expiration of the term is filled for the unexpired portion of the term only. The trustee would be eligible for reappointment. If there is a vacancy on the Library Board, the City Council may, at its discretion and as soon as convenient, appoint a trustee to fill the vacancy. **The Chief Librarian coordinates the vacancy replacement with the City Clerk's Office.**

Removal of a Trustee

The ultimate authority to appoint or remove a trustee rests with the City Council. The Board may request the City Council to ask for the resignation of, or remove a trustee **for cause** if they:

- fail to attend 3 consecutive regular meetings without **a valid reason written approval from the Board**;
- become an employee of either Surrey Public Library or the City of Surrey;
- cease to be a resident of the City of Surrey; or
- **fail to abide by Council Appointed Volunteer Code of Ethics, Council Appointed Volunteer Confidentiality Agreement, and City of Surrey and Library respectful workplace policies.**
- ~~at the request of the Board through a regular motion~~

Asking the City Council to remove a trustee requires a Board resolution. This is added as an agenda item in the next scheduled in-camera meeting. The Board puts forward a resolution and votes to endorse the request. If the trustee whose removal is being considered is at the meeting, they may present their case, and leave the room when the decision is being deliberated. When a decision is reached, the trustee may return to the room to be informed. If the request is endorsed, the Chief Librarian informs the City Clerk to forward the Board's request to City Council.

CONCLUSION

It is recommended that the Board approve the proposed revisions to the Board Procedures Manual, Section 8: Board Composition.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Michael Ho, Director Administrative Services
Date: December 7, 2023
Subject: Provincial Enhancement Grant Allocations



RECOMMENDATION

To approve the proposed allocations for the provincial enhancement grant.

BACKGROUND

Surrey Libraries received a total of \$1,634,255.28 as a one-time grant from the Province in June 2023. The grant may be used to enhance library services and there are few restrictions, except that the funds must be spent by three years. Staff have arranged with the City Finance department to hold funds in a work-in-progress account, and drawn as expenditures are recognized (until end of 2026 fiscal year). The Finance Committee have reviewed and endorsed this proposal.

DISCUSSION

Since the funds are one-time, staff recommend that they be allocated towards temporary projects or capital costs to advance goals in the new strategic plan. In September 2023, the Board approved the submission of the library's 2024 budget requests to the City. Approval of the City's 2024 budget has been deferred to Q1 2024, and as such, two plans are being proposed, pending City approval of the library's requests.

PLAN A – Library 2024 Budget Requests to City fully approved.

	Initiative	2024	2025	2026	TOTAL
1	Improvements to capital infrastructure Space planning at branches, early learning spaces, service desk upgrades	\$250,000	\$200,000	\$50,000	\$500,000
2	Improvements to technological infrastructure Replacement/refurbishment of automated sorter at City Centre, payment card readers for printers, website architecture support	\$145,000	\$180,000	\$0	\$325,000
3	Projects to support Truth and Reconciliation Storyteller or elder-in-residence, cultural language & literacy programs	\$105,000	\$110,000	\$115,000	\$330,000
4	Projects to support sustainability work Enhance staff capacity to achieve Sustainable Libraries Certification, improvements to facilities and site operations	\$170,000	\$190,000	\$0	\$360,000
5	Projects to support actions in EDIA plan Improve website accessibility, translate core documents, inclusive and accessible programs.	\$50,000	\$35,000	\$35,000	\$120,000

Plan A is predicated on the City fully approving the library's 2024 budget requests. If this does not happen, an alternate Plan B is outlined below. In this proposal the provincial grant will be used to fund the library's top 2024 requests - mobile service operations and technology applications operating costs. In Plan B, the projects proposed in Plan A will be reduced in scope and frequency.

PLAN B – Library 2024 Budget Requests to City partially or not approved.

	Initiative	2024	2025	2026	TOTAL
1	Mobile Service	\$235,000	\$242,000	\$250,000	\$727,000
2	Technology Applications Operating Costs	\$77,000	\$80,000	\$82,000	\$239,000
3	Improvements to technological infrastructure payment card readers for printers, website architecture support	\$145,000	\$30,000	\$0	\$175,000
4	Projects to support Truth and Reconciliation Storyteller or elder-in-residence, cultural language & literacy programs	\$58,000	\$61,000	\$65,000	\$184,000
5	Projects to support sustainability work Enhance staff capacity to achieve Sustainable Libraries Certification	\$125,000 (full year librarian)	\$65,000 (half year librarian)	\$0	\$190,000
6	Projects to support actions in EDIA plan Improve website accessibility, and translate core documents, inclusive and accessible programs and services	\$50,000	\$35,000	\$35,000	\$120,000

The allocations will be assessed annually and adjusted based on any new funds approved by the City or increases to the provincial grant. If there are no increased funds from the City or Province by 2027, the library will reallocate internal funds to absorb mobile service and technology applications operating costs or adjust the transfer from the operating capital (collections) funds to balance the budget if required. Fundraising for mobile service is also underway and will help to offset the costs of the service.

CONCLUSION

Staff recommend that the Board approve the proposed allocation of the provincial grant. There is some flexibility on the allocations pending more information from the City and Province as outlined. Ongoing advocacy to the municipal government to prioritize library services and to the provincial government to increase the annual operating grant is vitally important.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: December 7, 2023
Subject: 2024 Board Meeting Dates



RECOMMENDATION

To approve 2024 regular Board meeting dates.

BACKGROUND

The Library Act (Section 8.1) stipulates that *“the library board must meet at regular intervals at least six times a year”*.

DISCUSSION

The following dates are proposed for 2024 regular Board meetings. All meetings, except April, are held at 6pm on the 4th Thursday of the month. The April meeting is scheduled earlier to comply with financial reporting requirements.

DATE	KEY ITEMS OF BUSINESS
January 25	Election of Chair and Vice-Chair Committee and InterLINK expressions of interest
February 22	<i>Board Teambuilding Session</i>
April 11	Audit and Statement of Financial Information approval
May 23	<i>Board Development Session</i>
July 25	Draft Budget Discussion (in-camera)
September 26	Budget approval for submission to City Board Self-Evaluation and Chief Librarian Review Initiation (in-camera)
October 24	<i>Board Development Session</i>
November 28	Board Self-Evaluation and Chief Librarian Review Completion (in-camera) Board Appreciation Dinner

The proposed schedule factors time for governance and legislative requirements, board development and for standing committees to carry out their work. Standing committees' meeting dates are determined by the Chair of the respective committee. A tentative schedule, based on items of business, is outlined below:

Executive

- January/ February: Finalizing Board annual Goals, priorities for Board development
- July: Mid-Year goals and Board recruitment
- November/December: Board performance review, Chief Librarian performance review

Finance

- March/April: Review audited statements
- June/July: Review draft budget proposals
- September: Review annual budget

Governance

- February/March: Assess board matrix results for current members' skills/strengths
- As needed for policy or board procedures review

Planning and Advocacy

- March/April: Advocacy Plan priorities and action plan
- As needed for coordination of advocacy opportunities

CONCLUSION

The proposed 2024 Board meeting schedule is outlined for the Board's approval. The schedule meets legislative requirements, supports governance obligations, and factors time for Board development and committee work. The Chair may call special meetings if there is a need to meet outside the proposed meeting schedule.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: December 7, 2023
Subject: Notice of Election



RECOMMENDATION

To be received for information.

BACKGROUND

In accordance with the Library Act, Section 7(1), the Board must call for nominations and hold elections for the Chair and Vice Chair at the inaugural meeting of the year. Election procedures are outlined in the Board Procedures Manual Section 10: Meetings (see Appendix I for excerpt on Inaugural Meeting). Responsibilities for the positions are outlined in the Board Manual Section 11: Leadership and Liaison Roles Duties (See Appendix II for excerpt on Chairperson and Vice Chairperson).

CONCLUSION

This memo is to inform the Board of the election of the Chair and Vice-Chair position at the inaugural meeting in January 2023.

Attachments:

Appendix I: Inaugural Meeting: Election of Chair and Vice Chair

Appendix II: Leadership and Liaison Roles Duties: Chair and Vice Chair

APPENDIX I

Inaugural Meeting: Election of Chair and Vice-Chair

(Surrey Libraries Board Procedures Manual: Section 10)

The Inaugural Meeting is usually the first Board meeting of the year, or at the first scheduled meeting following the appointment of new members for the current term. The Board must elect a Chair and a Vice-Chair at the inaugural meeting.

- **Nominations**

Trustees may nominate themselves or be nominated by others. To nominate a fellow trustee, approach them ahead of time to confirm they accept the nomination. Nominees must prepare a written statement (maximum 200 words) indicating their interest and suitability for the role. The statement is included in the Board package to allow trustees, particularly new trustees, ample time to review ahead of the election.

- **Term of office**

The Chair and Vice-Chair postings are one-year terms. Both positions serve until the next inaugural meeting and are eligible for re-election. If the Chair vacates the position during the term, the Vice-Chair automatically assumes the role until the next election. If the Vice-Chair vacates the position during the term, the Chair may choose to call an election at the next regular meeting.

- **Voting Procedures**

The Chief Librarian conducts the inaugural meeting until the Chair is elected. Nominees are given two minutes to address the Board on why they are interested in the position. Positions are elected by majority vote of members present and voting cannot be held by proxy. Votes are conducted by secret ballot. In a tie vote, a second ballot is taken. If the tie persists, election results are determined by a draw from the second ballots by the Chief Librarian. If only one nomination is received for a position, that individual is declared elected by acclamation.

Following the election of the Chair, trustees elect a Vice-Chair following the same procedures as for the election of the Chair.

APPENDIX II

Leadership and Liaison Roles Duties

(Surrey Libraries Board Procedures Manual: Section 11)

Chairperson

The Chairperson provides leadership to the Board. It is the Chair's role to lead the meeting, follow the agenda and ensure that all those present have a chance to speak. The Chair:

- Prepares the Board agenda with input from Board members and the Chief Librarian.
- Checks that a quorum is present and opens the meeting at the prescribed time.

- Announces the business in the proper sequence, as listed on the agenda.
- Recognizes members who are entitled to speak, in the order in which they request to speak.
- Encourages trustees to participate in meetings and activities.
- Keeps the Board's discussion on topic and focused on the Library's mission.
- Enforces the rules of decorum.
- Reports on activities of the Chair to the Board.
- Makes sure there is a process to evaluate the effectiveness of the Board.
- Recognizes Board members' contributions to the work of the Board.
- Promotes the Library in the community and to the media in accordance with Board Policy.
- May represent the Library at community events.
- Makes sure the Board adheres to its Policy Manual and the Library Act.
- Meets with the Mayor annually to discuss key Library issues and ensures that a regular liaison meeting is held with the Board and Council.
- Advocates with community leaders, including City Council.
- Signs documents and communication as appropriate.
- Meets with and advises committee chairs
- Serves on the Executive committee

The Chair may vote, has the same rights, and is subject to the same rules for participation and debate as other Board members. The Chair may vacate the chair for the purposes of debate only. In this case, the Vice-Chair or, if absent, another Board member shall take the Chair pro tem. The Chair is an ex officio member of all Committees.

Relationship to Chief Librarian:

- Ensures that an annual performance review process is carried out.
- Works closely as consultant and advisor to the Chief Librarian.

Vice-Chairperson

The Vice Chair acts for the Chair in the Chair's absence. The Vice Chair:

- Serves on the Executive Committee.
- Learns the duties of the Chairperson and keeps informed on key issues, in preparation for serving as Chairperson in future.
- Works closely as consultant and advisor to the Chairperson.
- May chair a committee.
- May represent the Library at community events.
- Performs other duties as assigned by the Chairperson.

The Vice Chair is an ex-officio (non-voting) member of all committees.

To: Surrey Public Library Board
From: Kim Davies, Manager, Philanthropy
Date: December 7, 2023
Subject: Fund Development Update



RECOMMENDATION

To be received for information.

BACKGROUND

Surrey Libraries has been fundraising since 1994 to support the following goals:

- To augment municipal and provincial funding
- To improve the Library's visibility as a charitable organization
- To generate funds to enhance collections and offer new programs and services outside core services/functions of the Library
- To provide an opportunity for the community to become more engaged with Surrey Libraries

Fundraising activities are guided by the Fund Development Plan developed in 2020 to support strategic priorities.

FUNDRAISING PROJECT OVERVIEWS

The Library's fundraising efforts were focused in the following areas:

Donor Touchpoints

- **Valentine's Day Mailer (February)** For the past four years, Fund Development has sent out an appreciation card to all current donors near Feb 14. It continues to be a fun way to connect with our donors and show appreciation for their support.
- **Monthly Donor Thank You Correspondence (Spring)** Thank you letters/emails were sent to monthly donors to recognize their ongoing support.
- **Direct Mail**

(May) A Spring solicitation was sent in the beginning of May to existing and lapsed donors inviting them to financially support the Library, and consider becoming a monthly donor, resulting in:

Funds raised: \$8,774

Number of unique donors: 117

Response rate 117/1070: 11%

Number of new monthly donors: 5

(December) Our fall mailer this year will be coupled with an email campaign to all patrons. We'd like to thank Vancouver Public Library and Vancouver Public Library Foundation for sharing some of their best practices on their email campaign (run for the last three years).

Tree of Giving Campaign

Tree of Giving is a festive holiday fundraiser conducive to both sponsorship opportunities and individual donations. Each Library branch displays a tree and patrons are invited to donate a minimum of \$5 for a personalized ornament they can hang on the tree. The primary objective of the fundraiser is donor acquisition. The campaign is promoted widely through a variety of channels.

The 2023 Tree of Giving campaign will again be integrated with the fall donor appeal letter, reaching existing and prospective donors, as well as the new email campaign.

Goals of the campaign include:

- increasing the number of active donors and have a bigger pool of donors to contact for future solicitation
- increasing awareness that Surrey Libraries relies on fundraising to provide enhanced programming
- raising funds for Area of Greatest Need
- building community spirit
- increasing staff engagement

Sponsorships

Envision Financial Reading Buddies

For the fourth year, Envision Financial (a division of First West Credit Union) sponsored Reading Buddies with a named sponsorship of \$20,000. This program continues to be a popular program among both families with young readers, and youth looking to fulfill their volunteer hours.

Dash Robot Kits

Envision Financial (a division of First West Credit Union) sponsored Dash Robot Kits for a third year for \$25,000. Dash is a fun, loanable robot, offering children and families the opportunity to learn coding at home. This collection item has been a huge success and continues to be in demand. Dash Robot Kits are promoted during Summer Reading Club, resulting in more demand for the kits.

Tree of Giving

2023 saw a large-scale change to our sponsorship offering, as we moved to a tiered approach, with a goal of reducing staff time on activations and adding value back to sponsors. Ten sponsors have been secured for the Tree of Giving campaign this year, resulting in \$13,000 for the Library, compared to 13 sponsors last year with the same revenue of \$13,000.

Youth Writing Contest (YWC)

This year's YWC sponsorships are \$11,250 in cash and \$6,737 in-kind. This represents our largest year for sponsorship revenue, and we are thankful for all returning sponsors who continue to support creative youth in Surrey.

Mobile Library

With the launch of the Mobile Library becoming a reality in 2024, Fund Development has been engaging in prospecting conversations, and working to confirm our asset offering for the sponsorship of the vehicle with Library management. Next steps are to create the final sponsorship package and present it to top prospects for consideration and feedback.

Grants

Less focus continues to be placed on granting due to reduced staff capacity. Identified opportunities for Mobile Library were pursued, without success to date.

Other

Gayle Harris Memorial Education Fund

Established by Barbara E. Harris with an initial \$100,000 donation in memory of her daughter, a Youth Services Librarian who passed away unexpectedly in 2019, this endowment generates annual education funding for Surrey Libraries' employees. \$5,045 is available for distribution this year.

Working with Surrey International Writers Conference (SiWC)

After some exploratory meetings, SiWC have signed a deed of gift with the Vancouver Foundation, in support of Surrey Libraries. Disbursements will assist in sending winners and finalists from the Library's Youth Writing Contest to the writers' conference each year. A Memorandum of Understanding with SiWC will be drafted in the coming months.

Trustee Thank You Calls

Expressing gratitude and appreciation to donors for their gift is an important step in any successful fundraising plan. Thank you to all the Trustees who have taken the time to call and thank our donors over the years. Getting consistent support from Trustees in making these calls has been a challenge. However, feedback from donors who have received calls has been positive and we look forward to the long-term benefit of this gesture from the board.

This year, we simplified the process, and are asking each board member to call only 5 donors and offer thanks with a phone call in the month of October. This Thank-A-Thon connects well with Canadian Library Month and Surrey Libraries celebrating its 40th birthday.

Miscellaneous Projects

Through consultation with staff, many projects are being supported with donor funds. Some current investments with donations include:

- American Sign Language Storytimes beginning in Q4
- LEGO wall and DUPLO station for Semiahmoo and Ocean park branches
- Expansion of Wonderbooks collection
- A second round of ordering of STEM play-based items for branches (magnifiers, magnetic labs, round light panels, KEVA planks)
- Mobile puppet theatres
- Musical instruments for Adapted Stories programming
- Everbright installation at our City Centre branch

CONCLUSION

Surrey Libraries' fundraising efforts are continuing to evolve and be refined and this report is being presented to the Board for information. While the primary focus for fundraising efforts continues to be on

donor acquisition, stewarding existing donors has never been more important. A final report of fundraising activities for the year will be presented to the Board in Q2 2024.

To: Surrey Public Library Board
From: Seline Kutan, Director, Communications and Advancement
Date: December 7, 2023
Subject: Surrey Libraries Satisfaction and Awareness Survey Report



RECOMMENDATION

To be received for information.

BACKGROUND

The community was invited to participate in the Surrey Libraries Satisfaction and Awareness Survey (attached as Appendix I) in September. The survey is a primary vehicle by which the Library can assess patrons' and the public's satisfaction of its services as well as gather information on the level of awareness of library services.

The survey also allows the Library to track progress on its strategic objectives. An initial survey was conducted in 2019 to gather baseline data, then a mid-cycle survey was conducted in 2021, and a mini 5-question satisfaction survey was conducted in 2022 to gather data for the Success Sharing Program. Some data from those former surveys are included in the 2023 report for comparison.

DISCUSSION

In total, nearly 3,000 surveys were submitted, most which were from patrons who saw the survey promoted in the monthly newsletter. This response is more than double that of previous years'.

All but 7% of survey respondents are users of Surrey Libraries services. Responses were gathered from patrons who visit all branches. The survey shows that there is high satisfaction with Surrey Libraries and that satisfaction has continued to increase in most categories since the 2019 survey.

CONCLUSION

The Satisfaction and Awareness Summary Report is being presented to the Board as information. The results of the survey will be used to help shape work in support of the Library's Strategic Objectives.

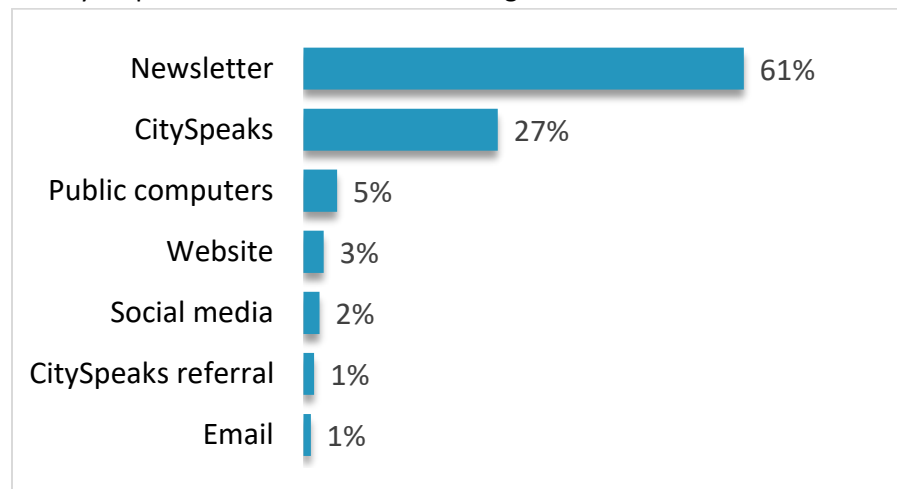
Attachment: Appendix I Surrey Libraries Satisfaction and Awareness Survey Report

2023 Surrey Libraries Satisfaction and Awareness Survey Overview

We invited the community to participate in our Satisfaction and Awareness Survey in September. The survey was widely publicized through Surrey Libraries’ promotional channels. Additionally, the City of Surrey’s CitySpeaks panel was invited to complete the survey. The survey launched September 2 to the CitySpeaks panel and then to the general public on September 5 and was open until September 20.

In total, 2,986 surveys were submitted (compared with just over 1,200 in 2021). Most responses came from patrons clicking on the link from the Library’s monthly email newsletter. The ability to reach more patrons through email had a large positive impact on getting more participation from a broader range of Surrey Libraries patrons.

Survey responses came from the following channels:



DEMOGRAPHICS

91% of survey participants live in Surrey. While still overweighted to South Surrey, there was a better balance of responses from residents from other parts of the city than in previous surveys.

South Surrey (Grandview; Crescent Beach; Campbell Heights)	25%
Newton (Panorama Ridge; Sullivan; Strawberry Hill)	20%
Cloverdale (Clayton)	14%
Fleetwood	11%
Guildford (Fraser Heights; Port Kells)	11%
City Centre	11%
Whalley	6%
Other	1%
I am unsure which Surrey Community I live in	1%

The top other cities participants live in included White Rock (25%), Delta (20%), Langley (20%), Vancouver (9%) and New Westminster (6%).

Years Living in Surrey:

Less than 1 year	6%
1 to less than 5 years	16%
5 to less than 10 years	14%
10 to less than 15 years	12%
15 to less than 20 years	10%
More than 20 years	41%

Self-identify as:

Female	65%
Male	31%
Non-binary	1%
Other	0%
Prefer not to answer	3%

Age Range:

19 or younger	4%
20 - 29 years	9%
30 - 39 years	18%
40 - 49 years	17%
50 - 59 years	13%
60 - 64 years	8%
65 or greater	30%
Prefer not to answer	2%

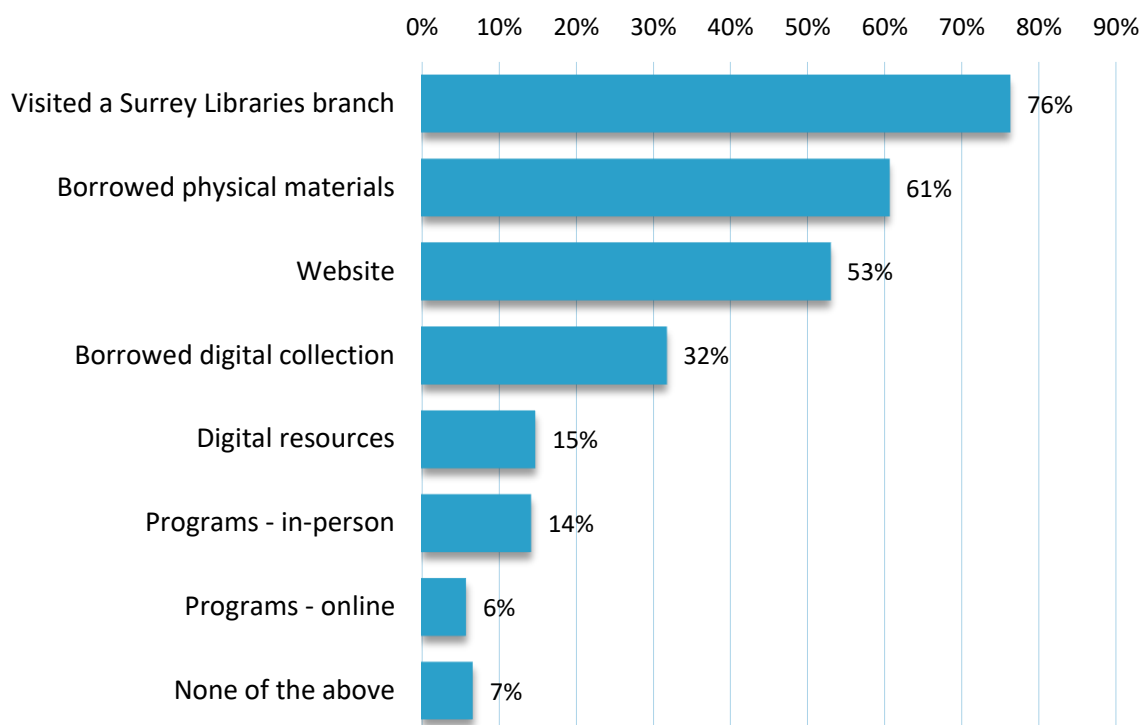
Ethnic/Cultural Origins:

British Isles	31%
Canadian or American	27%
Other European	21%
South Asian	15%
Chinese	8%
Other East and Southeast Asian	8%
French	4%
Indigenous	3%
Latin, Central and South American	2%
African	2%
Arab/West Asian	2%
Oceania	1%
Caribbean	1%
Other	2%
Prefer not to answer	5%

Language spoken most often at home:

English	74%
Punjabi	7%
Mandarin	4%
Hindi	3%
Tagalog	2%
Urdu	1%
Spanish	1%
Korean	1%
Cantonese	1%
Arabic	1%
Vietnamese	1%
Farsi	1%
Other	4%
Prefer not to answer	2%

Q1: In the past 12 months, which of the following Surrey Libraries' services have you visited or used? Select all that apply.



Q2: Why do you not visit or access Surrey Libraries' services? Select all that apply.

NOTE: This question only came up for people who selected "none of the above" in the previous question.

Don't need to use the Library's tech resources	24%
Unaware of what library offers	20%
Don't have need for the Library's digital resources	19%
No interest	19%
Don't have time	18%
Don't need Library programs	13%
Prefer to own my materials	11%
Library hours don't fit my schedule	5%
Cannot travel to the library	3%
Wait time for materials is too long	2%
Wait time for service is too long	1%
Other	21%

Other reasons include:

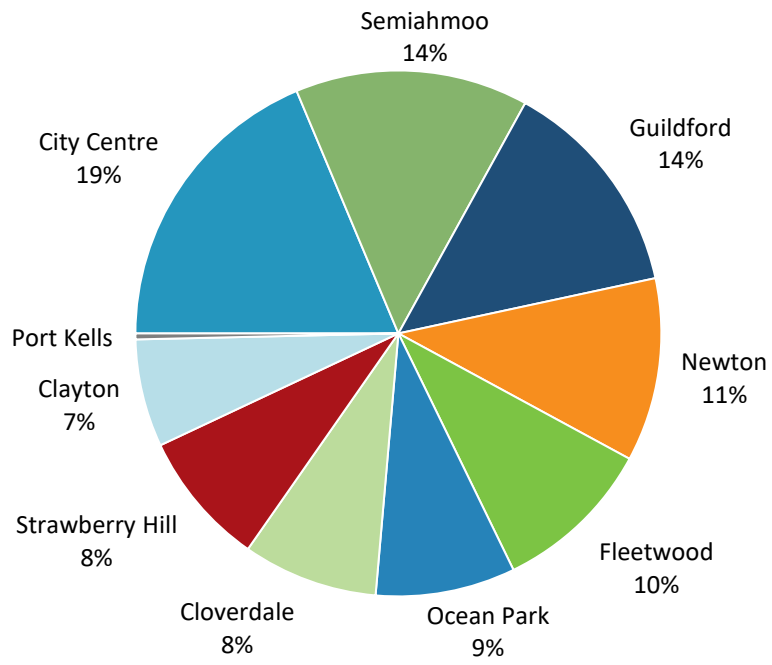
No need for reading materials/ services/ children have outgrown library visits

New to Surrey/ not currently in Surrey

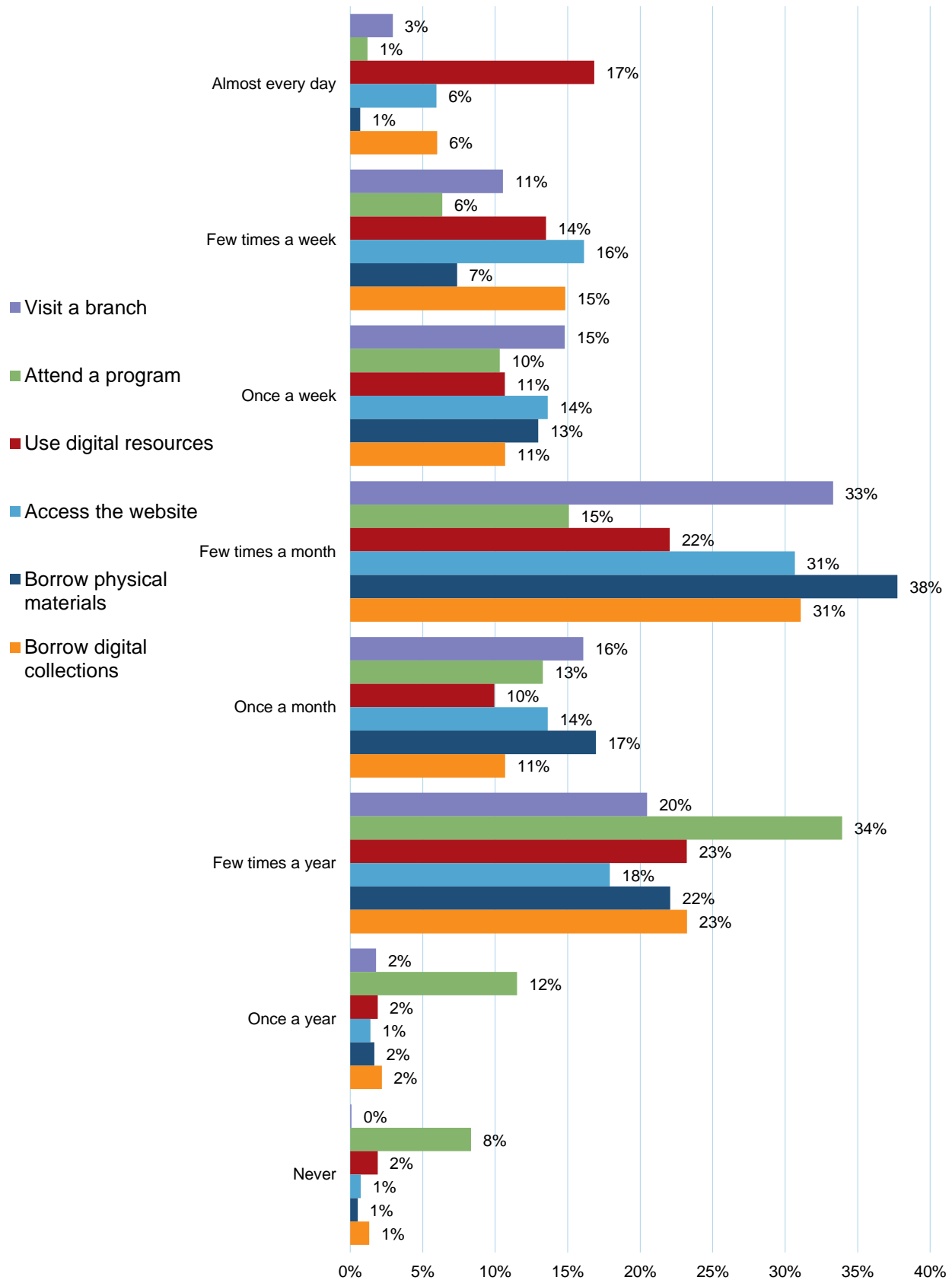
Get reading/ viewing/ reference materials online

Out of habit, especially since the pandemic

Q3: Which branch do you most often visit?

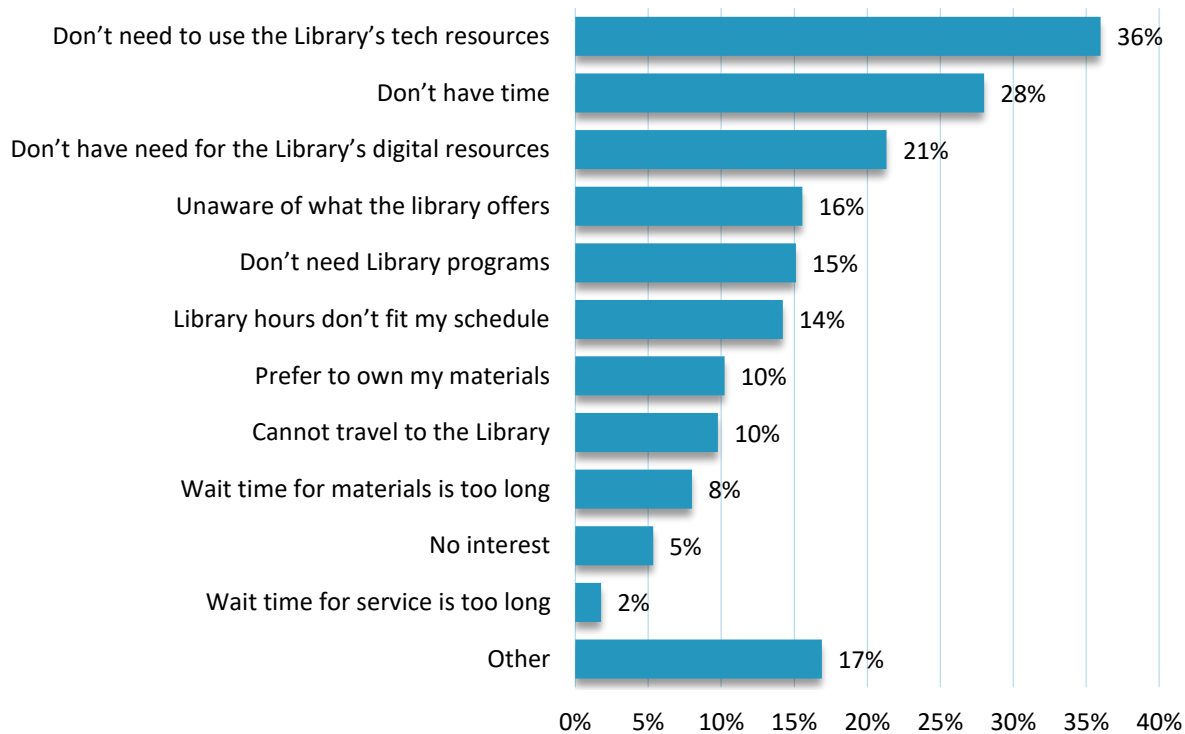


Q4: In a typical year, how often do you:



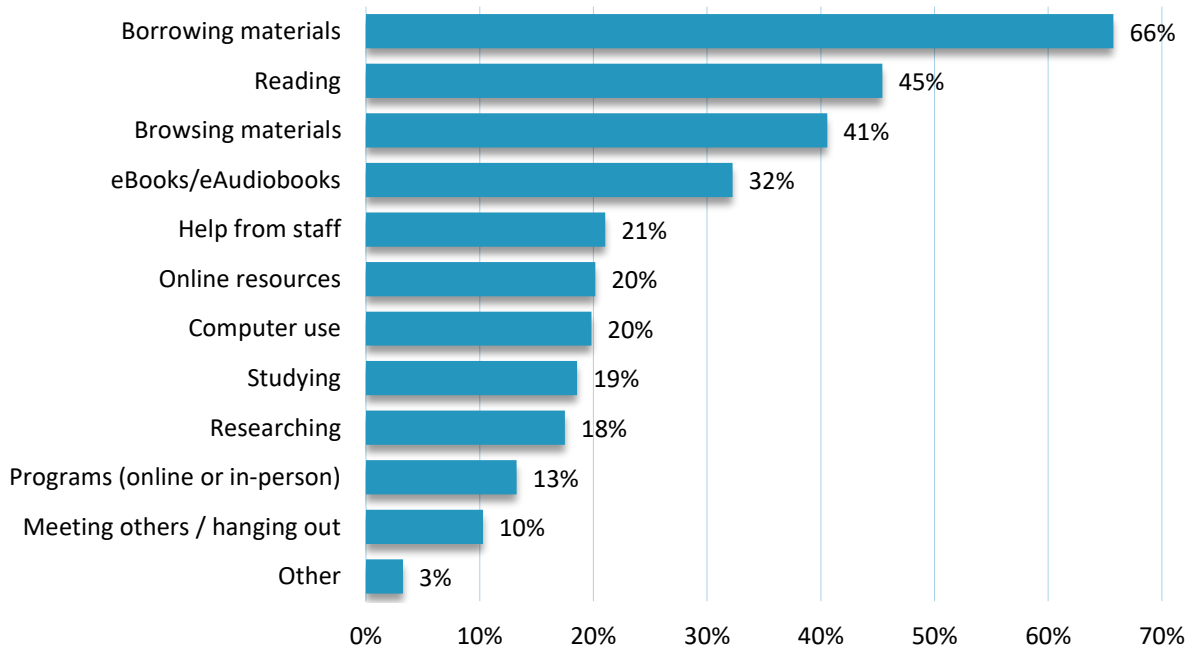
Q5: Why do you not visit or access Surrey Libraries' services more often? Select all that apply.

NOTE: This question only came up for people who selected never or once a year for the previous question.



Some respondents mentioned that they visit/ access Library services enough to meet their needs. Other reasons include: Books/ materials not being available, accessing materials and resources at other libraries or online.

Q6: What services of the public library do you typically use? Select all that apply.



Other services used include: Printing/ photocopying/ scanning; working; accessing materials on sale and Inter-Library loan service.

Q7: Are there any improvements to existing programs or services that might increase your use of the library?

Most respondents were either unsure (39%) or said no (41%), while 20% said yes and top suggestions for improvements included:

Suggested Improvements	%
Collections expansion	24%
Collections expansion - e-books/ e-audio	8.6%
Programs - children	8.0%
Programs - adults	7.0%
Increased operating hours	7.0%
Programs - general	3.9%
Collections - e-book/e-audio (accessibility/user experience)	2.9%
Program times	2.9%
Circulation procedures (length of loan, reserving materials)	2.7%
Programs - babies/ toddlers	2.3%
Study spaces	2.3%
Quiet spaces	2.0%
Programs - world languages	2.0%

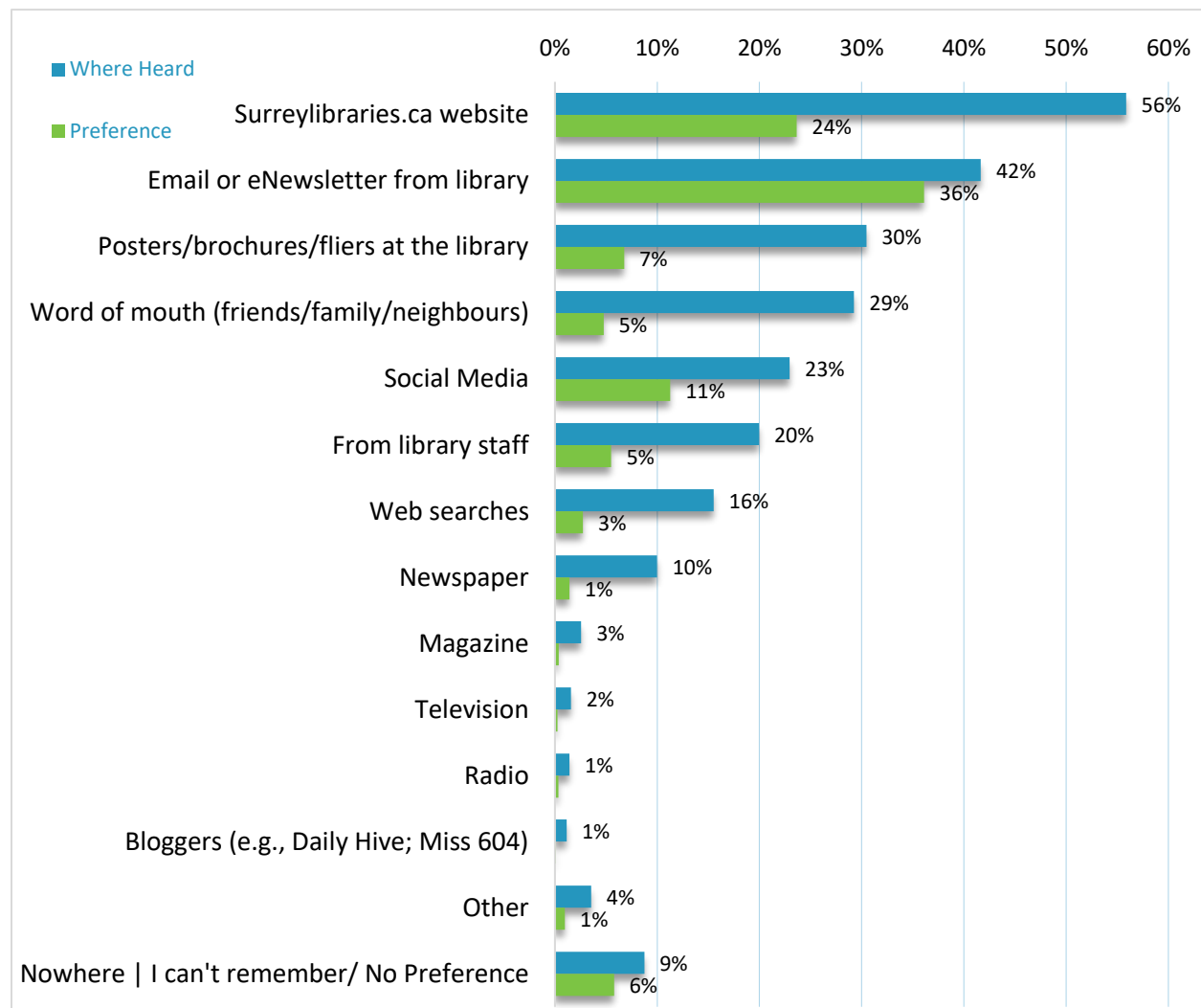
Q8: Are there additional programs or services that might increase your use of the library?

Again, most respondents were unsure (45%) or said no (37%), while 18% said yes with top responses for additional programs or services being:

Suggested Additional Programs or Services	%
Collections expansion	13.8%
Programs - children	11.6%
Programs - world languages	8.6%
Programs - adults	7.7%
Programs - adults (book clubs)	6.9%
Programs - adults (computer classes, tech help)	4.7%
Programs - reading	3.7%
Collections - alternate lending formats (board games, video games etc.)	3.2%
Programs - teens	3.0%
Programs - babies/ toddlers	2.7%
Collections expansion - e-books/ e-audio	2.5%
Technology access (3D printers/ faxing/ recording booths)	2.5%

Q9: Where have you heard about Surrey Libraries services, programs, activities, and events?

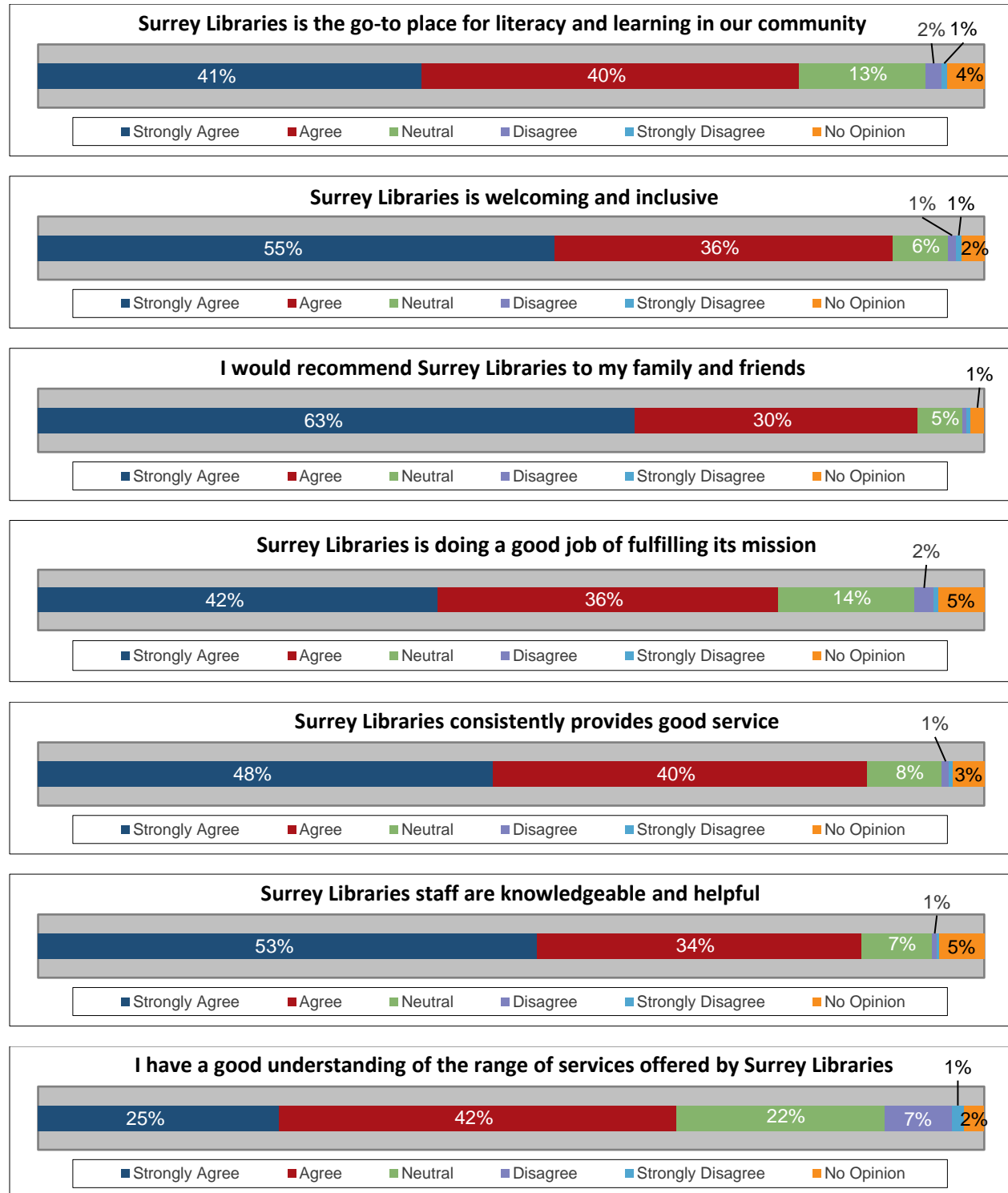
Q10: What is your most preferred way to learn about Surrey Library services, programs, activities, or events? Select all that apply.

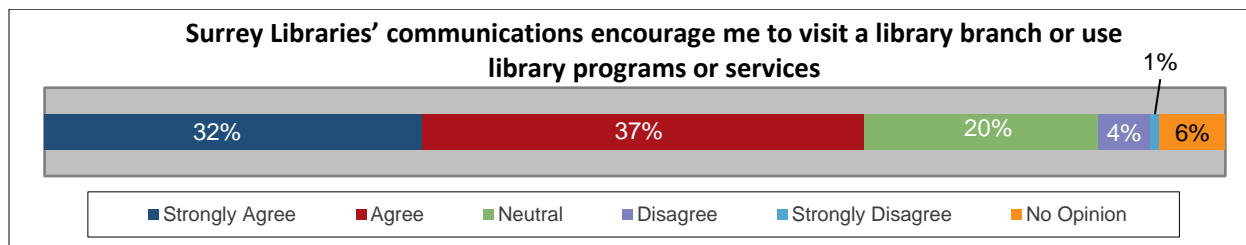
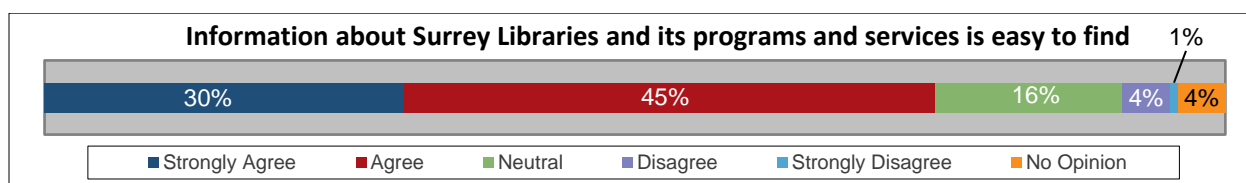
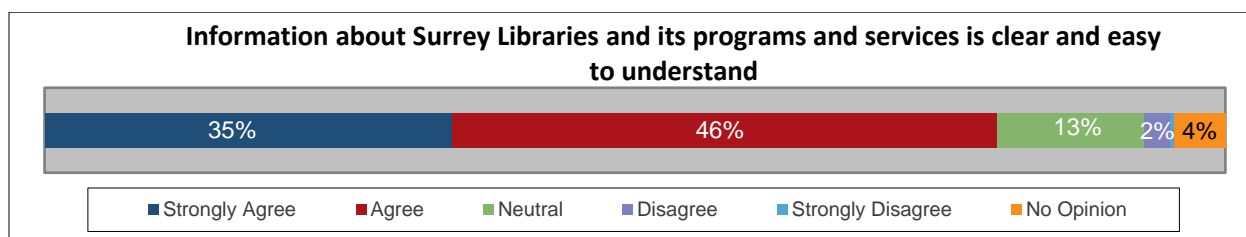
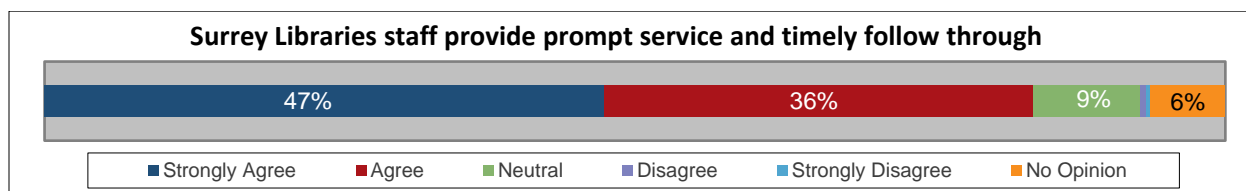
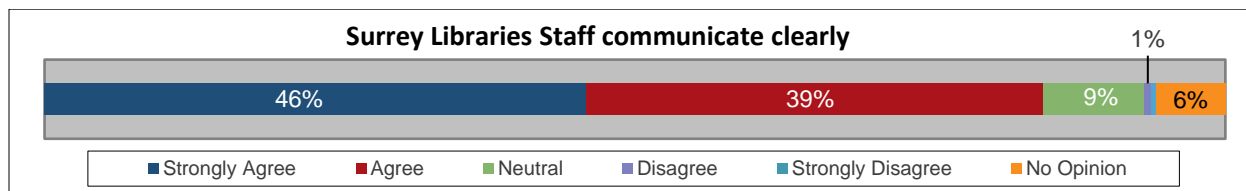
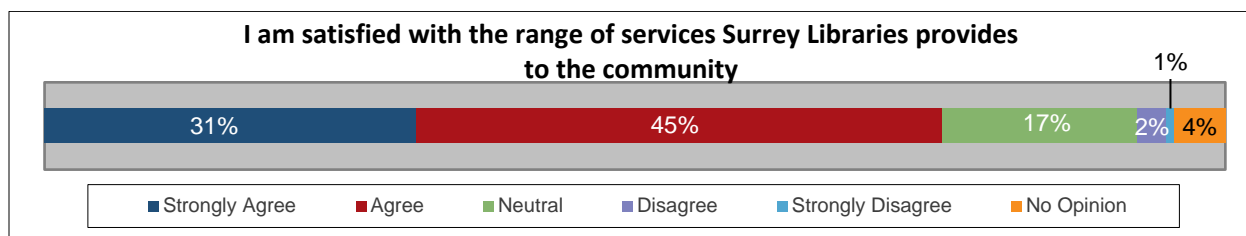


Other sources include school, drop-in, long-time library users.

Q11: How do they feel about the library?

The statements below correspond to our strategic objectives to help us measure how well we are doing in achieving those objectives. Where the rate of response was below 1%, the percentage is not shown.





Comparison of the 2019, 2021, 2022 and 2023 survey responses for strategic plan measures:

Questions	2019	2021	2022	2023
	Percentages represent combination of Agree and Strongly Agree survey responses			
% of public who agree SL is a go to place for literacy and learning	62%	69%		81%
% of public who believe SL is welcoming and inclusive	76%	85%	88%	91%
% of public satisfied with SL providing consistently good service	74%	82%	90%	87%
% of public satisfied with range of services offered to community	64%	67%		76%
% of public who have a good understanding of the range of services offered by SL	51%	59%		67%
% of users who rate staff as knowledgeable & helpful	76%	82%	88%	87%
Related Questions added in 2021				
% of public who think SL is doing a good job of fulfilling its mission to “connect people, spark curiosity, and inspire learning.”		68%		78%
% of public who would recommend SL to friends and family		87%		93%
% of public who think information about SL and its programs and services is clear and easy to understand		70%		81%
% of public who think information about SL and its programs and services is easy to find.		66%		76%
% of public who think SL’s communications encourage them to visit a library branch or use library programs or services		56%		69%
Questions added in 2022 for success sharing program				
Surrey Libraries staff provide prompt service and timely follow through			84%	84%
Surrey Libraries staff communicate clearly			88%	85%

NOTE: A mini survey of 5 questions was administered in 2022 to gather data to inform the success sharing program.

Q12: Which of the following services offered by Surrey Libraries are you aware of?

The following selections were grouped into three categories (support, resources, and programs) and selections were randomized in each category.

	2019	2021	2023
Books, magazines, CDs, DVDs	80%	93%	74%
Children’s and youth programs	62%	81%	69%
E-books, e-audio, online newspapers and e-magazines	64%	74%	63%
Wi-Fi and Internet access	76%	73%	73%
Book recommendations	51%	65%	60%
Borrowing from other libraries	63%	64%	64%
Computers / printing / digital scanning	64%	60%	58%
Programs for newcomers (immigrants/refugees)	40%	51%	46%
Adult programs	38%	48%	39%
Reference and information support	45%	48%	40%
Study rooms /designated quiet space	52%	47%	50%
Book clubs	50%	43%	55%
Online resources (reference, databases)	49%	42%	44%
Computer learning classes	45%	42%	42%
Meeting room rental	45%	39%	40%
Community information board	44%	36%	38%
Tech help	30%	36%	31%
Email support: “ask a librarian”	34%	36%	37%

Author readings	31%	31%	24%
Specialized storytimes (developmentally disabled; sensory; other languages, etc.)	35%	29%	35%
English language learning tools	34%	28%	30%
Resume and job search help	29%	27%	30%
Library tours	28%	26%	25%
Online learning (eg: Mango Languages, LinkedIn Learning)	27%	25%	22%
Storytime kits	22%	25%	21%
Family history / genealogy research	24%	25%	20%
Book Club kits	29%	25%	28%
Resources for people with disabilities	23%	24%	24%
Community outreach (events, festivals, vulnerable populations)	27%	24%	27%
Material delivery for home-bound	27%	22%	18%
Materials in 21 languages	25%	20%	19%
Arts and crafts instruction	23%	20%	28%
Film screenings / movie nights	30%	18%	30%
Reading and homework support	19%	18%	20%
Local author programs/support	24%	17%	18%
Writing and photography contests	24%	16%	23%
Income tax clinics	16%	13%	17%
Settlement services support	15%	13%	18%
Make it digital stations/resources	10%	12%	10%
Community dialogue	18%	10%	13%
Community referrals	14%	10%	14%
Exam supervision	7%	7%	8%
Read to Baby Kits	12%	6%	15%
AV Clubs	8%	5%	5%

Q13: What do you value about Surrey Libraries?

This was an open-ended question and optional. 1,975 survey respondents provided an answer, and the most common theme was the value placed on the ability to borrow materials for free. Below is a sample collection of notable responses.

- It is a peaceful, clean and organized place to sit and read. I believe reading connects us to our inner real self. It gives us an opportunity to introspect new ideas and information. I find my solace in library and this is one of the most beautiful things about Canada that fills my heart with Hope and Joy. Also, the staff is very cooperative and kind.
- It is always a welcoming and pleasant place to bring my kids, browse, enjoy, and be inspired. It always brings me joy to go. Thank you.
- I value how the Surrey Libraries is always changing and adapting with the times. The team has done a really good job of supporting newcomers in the community and acting as a hub for information as well as providing programs/services to support integration.
- The unifying effect of a free public library system accessible to all who wish to use it should not be underestimated. People of all ages, origins and incomes are welcome in this public haven of learning and hope.
- I value Surrey Libraries' role in providing free access to knowledge and information for everyone in the community.
- I believe public libraries are an essential, invaluable, community "third space" where members of the public can visit, spend time, and access many services at little to no cost. A space like this is SO IMPORTANT in today's society where "third spaces" are almost non-existent.

- Libraries play an essential role in local communities by providing access to information and resources, supporting literacy and education, promoting lifelong learning, and serving as a community gathering space.
- Everything!!! To me, the library is the most valuable resource in the community. Every few months I'm learning of new services provided by the library. I do wish that the Surrey Libraries website would highlight/show different services available on it's main page on a rotational basis (such as digital scanning, mango languages, etc.). I think most people do not really know how much valuable (and varied) information, resources, and activities are actually available at their local library.
- To be able to read and borrow a vast range of books on various subjects as without the library would not be as well read as would not be able to afford the number of books that the library allows me to read.
- I'm embarrassed to say I have never been to the library & was not aware of all the services they provide. This has been very informative for me.
- One of the last bastions of freedom left, libraries are essential resources. With digital resources becoming less and less affordable, especially for people with disabilities and the poor.
- That anyone is welcome and the librarians are so helpful and shine so bright
- Libraries are invaluable. They are a core service that's an integral part of any healthy community. They provide places for people to study and read, access to knowledge, access to critical services (like computers and WiFi) particularly important for those with low-income, they are spaces for community connection. For me, I can always count on the library to have the information I'm looking for, whether it's a book I'd like to read, or research a new topic that I'm interested in.
- My mom has lost most of her vision and the library is doing a fantastic job choosing audio books on CD for her to listen to. I appreciate how they asked for her topics of interest and truly try to find books that she will love. My mom is so grateful for this service for the visually impaired.
- The staff... they are always welcoming, polite, and very knowledgeable.
- That it is so much more than books but really a compassionate community to provide all sorts of resources and connections
- In an age where every authority wants to curate and censor information, libraries are going to be the last bastion of freedom to information and free speech (which used to be a liberal value and is now seen as something to fear and control).
- The library is the unofficial heart of the community, housing the resources and knowledge as well as bringing together people in ways that no other public service can do. I appreciate the role the library plays in our world, and Surrey Libraries is one of the best run Libraries in BC
- When I migrated to Canada, Library was the only friend to get help in computer learning, photocopy, information pamphlets and books.
- It's a friendly place to be. Libraries have had to reinvent themselves, and have become more than just a place to borrow a book. They have become a community centre for all ages. Well done!
- It is a place designed to help people. Free wifi, free water, free washrooms, make it an anchor in the area; free accounts and services give people access to tools they may desperately need; and the ability to just sit and rest without being made to leave helps those with mobility issues, those without homes, and everyone else.

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	Complete
c. Restore core programming at all locations	Complete
d. Support City on initiatives to serve people facing barriers such as homelessness or addictions	Complete
e. Develop and implement brand campaign	2024
f. Develop and implement targeted marketing communications strategies for priority audiences	Complete
g. Ensure compliance with Accessibility Act by September	Complete
KSI 2: Evaluate and refine public services model	
a. Create PSM evaluation plan	Complete
b. Consider and make recommendation for improved service desk statistics	2024
c. Initiate self-serve staff training and public promotions	Complete
d. Refine public services onboarding training and increase self-directed options	Complete
e. Evaluate public services onboarding training	2024
f. Identify next steps for Science of Service and supporting excellent service	In progress
g. Implement recommendations from branch service desk assessments	2024
KSI 3: Improve access to digital and physical tools, training, and content.	
a. Research a feasible solution for room booking and make recommendation	Complete
b. Complete website migration	Complete
c. Conduct website content audit for Information Architecture reorganization	2024
d. Implement new footcount tracking system and develop roadmap for security gates	2024
e. Implement automatic renewals in Horizon and promote to public	In progress
f. Implement Patron Point software to support: i. Online card registration ii. Transactional messaging/notices iii. Tracking/measures from Patron Point iv. Enhanced member communications	Complete: ii & iv i and iii 2024
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	2024
j. Investigate alternative authorities management practices for cataloguing and make recommendation	Complete
k. Launch and promote next Tech to Go collection item	Complete
l. Create standardized user documentation for all subscription databases for use by staff & public	Complete
KSI 4: Launch mobile library service	
a. Upfit van once received	In progress

Key Strategic Initiatives Update Jan-Oct 2023

b. Consult partners and public to assess community needs and create awareness, e.g. name the van contest	Complete
c. Identify collection needs; order, catalogue, and process collections	Complete
d. Build structure for mobile library service model into Horizon functionality	Complete
e. Identify, source, and implement technology needs	Complete
f. Establish staffing schedule	In progress
g. Develop a process to evaluate success	2024
h. Develop and implement marketing plan (website, promotions, van vinyl wrap, etc.)	Complete
i. Develop and implement fundraising plan for mobile library	Complete
KSI 5: Prioritize staff wellbeing and development	
a. Complete actions in Surrey Libraries 2022 Employee Engagement Plan to address 5 priorities: 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	Complete
b. Conduct employee engagement survey in Q3	Complete
c. Complete staff training plan	Complete
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	Complete
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	Complete
KSI 8: Finalize and implement Library’s climate action plan	
a. Finalize and communicate plan	Complete
b. Implement plan actions	Complete
KSI 9: Advance Facility Master Plan Priorities	
a. Work with City to explore sustainable funding strategies for Facilities Master Plan	2024
b. Advance new library branch for phase II of Newton Community Centre Project	In progress
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.	2024
b. Refine onboarding processes	Complete

Key Strategic Initiatives Update Jan-Oct 2023

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	Complete
g. Plan approval by Board	Complete
h. Plan communication	Complete

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: December 7, 2023
Subject: 2023 Board Objectives Year-End Update



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 a status update was provided at the July 27 Board meeting. The report has been revised to include actions up to October.

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 October updates
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. Complete
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. Complete. Plan approved in September, shared with Council October 23.
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. 3 trustees meeting with Surrey MLAs to support BC Library Partners Provincial Advocacy.
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. Trustees helped with calls in October.
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 Complete. Library Budget submitted to City in September.
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. Complete. All committee terms of reference updated.
12. Coordinate board skills/strengths matrix distribution and assess results to inform board development and recruitment	GOV	Q1	Complete. Results in July Board package. Matrix results to be used to assess 2024 applicants to Board.
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 completed in July, and year-end evaluation underway.
18. Conduct chief librarian performance review	EXEC	Q4	In progress

CONCLUSION

An update on the board's annual goals is being shared for information.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: December 7, 2023
Subject: Advocacy Plan Update: May-Nov 2023



RECOMMENDATION

To be received for information.

BACKGROUND

The Board approved its annual Advocacy Plan in April 2023. The plan outlines activities to be undertaken to achieve five objectives:

1. Build awareness for SL successes, values, and issues with elected officials.
2. Build awareness of SL value in and contribution to the community with influential Surrey stakeholders and communities of interest.
3. Equip Trustees with information and talking points to best represent Surrey Libraries.
4. Make donors feel positively about their past giving.
5. Encourage donors to support Surrey Libraries financially.

The action plan spans May 2023 to April 2024, and a mid-cycle update is being presented for information.

OBJECTIVE 1 Build awareness for SL successes, values, and issues with elected officials.			
	ACTIONS	WHEN	STATUS
1.1	Chair/Chief Librarian Annual meeting with Mayor	Q2 or 3	Deferred
1.2	Annual presentation to Council	Q2 or 3	Deferred
1.2a	Strategic plan presentation to Council (just in 2023)	Q4	Completed July 17
1.3	Annual one-on-one stakeholder meetings with Councillors	TBD	Deferred
1.4	Invite Council for meet & greet with Library Board (e.g., lunch/early dinner with tour of CC, plus a presentation on Libraries and how SL supports municipal priorities)	Q3 or Q4	Deferred
1.5	Invite MLAs for meet & greet with Library Board (e.g., lunch/early dinner with tour of a branch, plus a presentation on Libraries and how SL supports provincial priorities)	Q3 or Q4	Deferred 4 trustees met with 8 Surrey MLAs to support provincial advocacy campaign
1.6	Participate in provincial initiatives led by British Columbia Library Trustee Association (BCLTA) or the BC Library Partners, including Union of BC Municipalities Convention	Ongoing	Complete
1.7	Submit information to Select Standing Committee on Finance as part of provincial government budget process	Q2	Complete
1.8	Send thank you notes, reports and advocacy letters as appropriate	Ongoing	Complete

OBJECTIVE 2 Build awareness of SL's value in and contribution to the community with influential Surrey stakeholders and communities of interest.			
	ACTIONS	WHEN	STATUS
2.1	Trustees attend and personally host guests at SL events like Youth Writing Contest Gala and Surrey Libraries EXPO.	Ongoing	Complete
2.2	When opportunities arise, meet with key community leaders and potential influencers with similar interests and values to share information about the Library.	Ongoing	No update
OBJECTIVE 3 Equip Trustees with information and talking points to best represent SL.			
	ACTIONS	WHEN	STATUS
3.1	Regular staff presentations at board meetings to increase understanding of SL focus, programs, and services	Ongoing	Complete
3.2	Provide annual key messages	Annual	Complete
3.3	Provide Trustees with key, targeted messages for special initiatives	As needed	Complete
3.4	Invest in skills development for the board and senior leadership team <ul style="list-style-type: none"> New Trustee orientation Advocacy Training every 2 years 	Q2	Ongoing
3.5	Source stories of how SL has positively impacted people's lives and share highlights with Trustees	Ongoing	Complete
3.6	Share monthly library newsletter with Trustees	Ongoing	Complete
3.7	Share clippings of notable media coverage received for the Library.	Ongoing	Complete
OBJECTIVES 4 & 5 Make donors feel positively about their past giving Encourage donors to support Surrey Libraries financially			
	ACTIONS	WHEN	STATUS
4.1	Option to personally support SL fundraising efforts with annual or monthly donations	Ongoing	Complete
4.2	Help make thank you calls to donors and attend donor stewardship events.	Ongoing	Complete
4.3	When opportunity arises, connect Surrey Libraries staff with people or organizations who may want to financially support the Library.	Ongoing	No update

CONCLUSION

The Board's annual advocacy plan is an important tool. A mid-year status update is being shared for information.

To: Surrey Public Library Board
From: Jenny Fry, Director Programs and Partnerships
Surinder Bhogal, Chief Librarian
Date: December 7, 2023
Subject: Surrey Libraries Equity, Diversity, Inclusion and Accessibility Action Plan



RECOMMENDATION

To be received for information.

BACKGROUND

Surrey Libraries hired consultants Inclusive Excellence Strategy Solutions Inc., in 2021 to create a three-year plan to formalize and grow SL's commitment to equity, diversity, and inclusion (EDI). The consultants provided EDI training to the Board in 2021, managers, supervisors, some librarians in 2022, and helped the Library establish an EDI Committee in late 2022. An overview to EDI was also provided to all staff virtually in early 2022. To comply with BC's Accessibility Act, actions related to accessibility were added to this process in early 2023, resulting in an EDIA action plan, attached as Appendix I.

The plan is based on staff feedback and data gathered from staff, including the Inclusion Audit Survey, the Global Diversity Equity and Inclusion Benchmarks (GDEIB) Report, and the EDI Assets Survey. Staff have also been liaising with the City of Surrey for broader actions related to accessibility, as referenced in the plan.

DISCUSSION

The plan has evolved over the course of the year, and is to be considered a 'living document' to be updated regularly. Several actions items have been completed in 2023, including the foundational work in establishing the EDIA committee, development of an EDIA vision statement, guidelines on use of pronoun pins, and encouragement of staff feedback through multiple communication channels.

Five main areas of focus are outlined below and more details can be found in the attached plan.

1. Build Awareness of EDIA Efforts and Structures for Communication
2. Foster Psychological Safety in the Workplace and Provide Supports to Improve Mental Well-Being
3. Improve Recruitment, Training & Retention Processes
4. Foster Inclusive Leadership in the Workplace
5. Structurally Implement and Increase Accessibility

CONCLUSION

Surrey Libraries EDIA Action Plan is being presented to the Board for information. The plan ensures the Library is meeting the legislative requirements of the BC Accessibility Act and advances key actions in the new strategic plan. Actions will be incorporated into annual workplans and the plan will evolve over time.

Attachments: Appendix I: Surrey Libraries Equity, Diversity, Inclusion and Accessibility Action Plan

Appendix I

Surrey Libraries Equity, Diversity, Inclusion, Accessibility (EDIA) Action Plan

Created May 2023; Revised November 2023

	ACTION	ACCOUNTABILITY	TIMELINE		
1	Build Awareness of EDIA Efforts and Structures for Communication		2024	2025	2026
1.1	Develop and implement EDIA communication strategy <ul style="list-style-type: none"> a. Create EDIA glossary on intranet b. Increase representations of diversity in image catalogue c. Explore strategies for promoting services in ethnic media 	Marketing/ Communications Team EDIA Committee	* *	* *	*
1.2	Create onboarding process and toolkit for new EDIA Committee members	EDIA Committee		*	
2	Foster Psychological Safety in the Workplace and Provide Supports to Improve Mental Well-Being		2024	2025	2026
2.1	<ul style="list-style-type: none"> a. Develop branch/dept welcome guidelines for new team members b. Encourage staff ideas on how to build psychological safety 	EDIA Committee EDIA Committee	* * *	*	*
2.2	Communicate about and ensure staff take opportunities in mental wellness-related initiatives such as City lunch & learns, FSEAP programs, InterLINK's mental wellness conference, etc.	Manager, Human Resources	*	*	*
3	Improve Recruitment, Training & Retention Processes		2024	2025	2026

3.1	Create and implement a staff demographic survey; analyze data every two years to monitor progress and inform strategies, e.g. Indigenous, languages, race, gender, age, disability, etc.	Manager, Human Resources	*		*
3.2	Create Inclusive Recruitment Strategy a. Establish a written and transparent accommodation process that outlines the decision process during recruitment and for current employment practices. (#4.0 CAAP)	Manager, Human Resources Manager, Training		*	
3.3	Conduct EDIA training for all staff to improve awareness and understanding: a. Indigenous cultural awareness b. EDI - Active Bystander or Being an Ally c. Participate in City-wide accessibility training (#4.3 CAAP)	Manager, Human Resources Manager, Training	*	*	*
3.4	Explore and share ideas on how to support staff from equity-seeking groups (racialized, disabled, and 2SLGBTQ+), e.g. peer-to-peer learning, coaching opportunities, and continuously building awareness training.	EDIA Committee			
4	Foster Inclusive Leadership in the Workplace		2024	2025	2026
4.1	Identify EDIA competencies for managers and supervisors	Manager, Human Resources Senior Leadership Team		*	
4.2	Provide leadership training for managers and supervisors to build EDIA competencies	Manager, Human Resources Senior Leadership Team			*
4.3	Earmark funding for EDIA actions and initiatives in annual operational workplan	Director, Administrative Services	*	*	*
5	Structurally Implement and Increase Accessibility		2024	2025	2026
5.1	Align efforts with City's Accessibility Action Plan (CAAP): a. Liaise with City of Surrey Accessibility Leadership Team (SALT) b. Participate on City Accessibility Committee c. Collaborate on communicating accessibility actions	Manager, Community Connections	*	*	*

5.2	Conduct accessibility audits of branches and worksites a. Create plan to address recommendations from audits b. Implement plan to address recommendations from audits	City of Surrey or Consulting Support	*	*	*
5.3	Enhance services to be accessible for a full range of abilities: a. Develop and distribute sensory kits for loan b. Develop and distribute memory kits for loan c. Review use of Assistive Technology stations at CC, GL, and SE and develop plan to promote use d. Expand training for Accessibility Services Team, e.g. Envoy Connect (talking book player device)	Manager, Community Connections Director, Collections and Resources	* * * *	*	
5.4	Provide programs that are accessible for a full range of abilities: a. Deliver weekly Adapted Stories (AS) Sept-May at CC and GL; with monthly program at CV b. Offer American Sign Language (ASL) training to more staff to expand capacity. c. Deliver 2 X ASL storytime series per year d. Deliver Rainbow Stories at select branches	Manager, Community Connections Manager, Youth Services	* * * *	* * * *	* * * *
5.5	Improve accessible communication & engagement: a. Remove 50% of pdf content from website b. Add CNIB's Clear Print Guidelines to Surrey Libraries' Writing Style Guide and commit to following these guidelines when creating print materials. c. Create awareness of accessibility features that are currently available through various communication channels including webpage updates, social media and signage. (#3.4 CAAP) d. Participate in community engagement programs related to gathering feedback on website accessibility e.g. Scrollabout program and physical facilities e.g. Rollabout program	Director, Communications and Advancement	* *	*	*