

A G E N D A

1. CALL TO ORDER (3 MINS)

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), q̓íc̓əy̓ (Kate-tzee), k̓w̓ik̓w̓əł̓əm (Kwi-ket-lem), q̓w̓a:ń̓ł̓əń̓ (Kwantlen), q̓iq̓éyt (Key-Kite), x̓m̓əθ̓k̓w̓əy̓əm (Musqueam) First Nations and on the ancestral and traditional territory of the s̓c̓əw̓aθ̓ən məsteyəx̓w̓ (Tsawwassen) First Nation.

2. BEST PRACTICES FOR VIRTUAL MEETINGS (2 MINS)

Note: As the pandemic continues, meetings will continue to be held virtually. Please join at least 5 minutes before the start time to ensure technology is working and join via computer if possible. Turn on video if possible and mute yourself unless speaking. To assist the Chair, use the raise hand feature if you wish to speak or support a motion. Please minimize use of the chat box.

3. ADOPTION OF THE AGENDA - Motion

4. ADOPTION OF THE CONSENT AGENDA - Motion

Note: 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 with an item.

Documents & Reports:

- | | |
|---|------------|
| a) Minutes of the June 24, 2021 Regular Meeting of the Surrey Public Library Board | 1-3 |
| b) Financial Statement for the period ending August 31, 2021 | 4 |
| c) Corporate report: July 12, 2021: Surrey Libraries Facilities Master Plan 2021-2041 | 5-8 |

Correspondence:

- | | |
|--|--------------|
| a) 2021 Provincial Grants appreciation and 2020 annual report distribution to Ministry of Municipal Affairs and MLAs | 9-10 |
| b) Standing Select Committee on Finance 2022 Provincial Budget Consultation | 11-14 |

5. UNFINISHED BUSINESS

- a) NONE

6. NEW BUSINESS (60 MINS)

- | | |
|--|--------------|
| a) Budget 2022: Permanent Elimination of Overdue Fines Motion | 15-22 |
| b) 2022 Operational Budget and Capital Plan Requests Motion | 23-26 |
| c) Board Self-Evaluation Questionnaire | 27-30 |
| d) Notice of Election and Procedures | 31-33 |

- e) Board meetings during pandemic – continue virtual or resume in-person?

7. INFORMATION ITEMS (20 MINS)

- a) Revised Terms of Reference for Standing Committees and new Governance Committee
- b) Committee and Liaison Updates:
- Executive: Trustee Sahota
 - Finance: Trustee Herrmann
 - Planning & Advocacy: Trustee Saran
 - Governance: Trustee Herrmann
 - InterLINK: Trustee Singh
 - BCLTA: Trustee Hearty
- c) Fall Pandemic Services Update – Director, Public Services
- d) Facilities Update – Director, Administrative Services
- e) Trustees Roundtable

34-38

Upcoming Events:

- a) Library Board Equity, Diversity, and Inclusion Session with Alden Habacon - September 25, 9 – 11 am | via Zoom.
- b) Youth Writing Contest Gala – October 13 | 6 pm – 8 pm at Surrey City Hall.
Proof of vaccination will be required and there are capacity limits due to COVID-19 health orders. RSVP to Seline by October 1.
- c) Clayton Community Centre Official Opening Ceremony – October 16 |
Event only open to registrants and invitees due to COVID-19 health orders. Seline will email more information once available.

8. NEXT LIBRARY BOARD MEETING

October 28, 2021, at 7pm via MS Teams (TBD)

9. IN CAMERA MEETING

Motion: The Board proposes a motion to move in camera, specifically to approve the minutes of the June 24, 2021 in-camera meeting, and to discuss the chief librarian performance review process.

10. ADJOURNMENT - **Motion**

Time allotted 90 minutes

**Surrey Public Library Board Regular Meeting
June 24, 2021 at 7:00 p.m.
Microsoft Teams Teleconference**



Present: Trustees Cumming, Hearty, Herrmann, Hong, Kendler, Powell, Mann, Saran (arr. 7:17pm), Zhen
Regrets: Trustee Dhesa, Hong, Singh, Councillor Hundial
Staff: Surinder Bhogal, Chief Librarian
Michael Ho, Director, Administrative Services
Seline Kutun, Director, Communications and Advancement
Melanie Reynolds, Administrative Coordinator
Observing: Sandra Cole, CUPE 402-02
Guests: Denise Parks, Robin Price, Samantha Lee

M I N U T E S

1. CALL TO ORDER

The June 24, 2021 Regular Meeting of the Surrey Public Library Board was called to order at 7:03 pm.

2. ADOPTION OF THE AGENDA

MOTION: "That the Board adopts the agenda for its regular meeting scheduled for June 24, 2021"

Trustee Cumming moved and Trustee Powell seconded – **CARRIED**

3. ADOPTION OF THE CONSENT AGENDA

Documents & Reports:

- a) Minutes of the April 8 and 29, 2021 Regular Meeting and Special Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending May 31, 2021
- c) Audited InterLINK financial statements
- d) Corporate Report: April 19, 2021; Recommendation for Indigenous Public Art Projects in Library Facilities
- e) Corporate Report: May 31, 2021; Newton Community Centre Facility Project Award of Architectural Design and Construction Administrative Services

Correspondence:

- a) Surrey Libraries Annual Report to Our Community distribution to elected officials
- b) 2021 Public Library Grants Award Letter

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

Trustee Herrmann moved and Trustee Powell seconded – **CARRIED**

4. NEW BUSINESS

a) Surrey Libraries Facilities Master Plan 2021-2041

MOTION: “That the Board approve the Surrey Libraries Facilities Master Plan 2021-2041 as presented.”

Trustee Hearty moved and Trustee Cumming seconded – **CARRIED**

b) Standing Committee Terms of Reference Review

MOTION: “That the Board adopts the proposed changes to the current standing committee terms of reference.”

Trustee Cumming moved and Trustee Powell seconded – **CARRIED**

MOTION: “That the Board moves to dissolve the Governance Working Group (GWG) and to establish a new Governance Committee with terms of reference outlined in this report, with current GWG membership transferring to the Governance Committee.”

Trustee Powell moved and Trustee Cumming seconded – **CARRIED**

c) Establishing Ad-Hoc Nominations Committee

Chief librarian to follow up by email to establish members of the Committee.

MOTION: “That the Board approves establishing an Ad-Hoc Nominations Committee to convene from now until the end of 2021.”

Trustee Hearty moved and Trustee Kendler seconded – **CARRIED**

d) Board mid-year informal self evaluation – What is working well? What can be improved?

Feedback from several trustees on how well meetings have been conducted during COVID-19.

e) Debrief of Joint Board/Management Reconciliation Session

This Board session had very positive feedback and it was suggested that it is included in the trustee orientation yearly.

5. INFORMATION ITEMS

- a) Key Strategic Initiatives Update: Jan – May 2021
- b) Board Objectives Update: Jan – May 2021
- c) Voice of Customer Report: Jan – May 2021
- d) 2021-2025 City of Surrey Financial Plan – Library Information
- e) Committee and Liaison Updates:

- Executive: Trustee Sahota – No updates
- Finance, Programs & Services: Trustee Herrmann – No updates, to meet in early Sept
- Planning & External Relations: Trustee Saran – No updates
- Governance Working Group: Trustee Herrmann – No updates
- InterLINK: Trustee Singh – Deferred
- BCLTA: Trustee Hearty noted several courses through BCLTA

f) **Roundtable**

- Trustee Herrmann attended Breakfast with the Surrey Food Bank, and noted appreciation that staff from SPL were keynote speakers
- Chief Librarian provided a brief update on pandemic service activities:
 - o Monitoring surge in COVID-19 cases to balance staff safety and service levels.
 - o Targeting pre-pandemic service hours in September with minor modifications, e.g. 8pm weekday closure, and 4 branches with extended Sunday hours.
 - o Diversity, Equity, and Inclusion consultant hired; Board session planned for September.
 - o Surrey Libraries received a BCLA “Building Better Communities” award for Somali Storytimes and Somali Parenting workshops.

Upcoming Events:

a) Dash Robots Kits Launch: Monday July 12, 11am at City Centre Library

6. NEXT LIBRARY BOARD MEETING

September 23, 2021, at 7pm via MS Teams?

Subject to BC Restart Plan, meetings could resume in-person by September.

November 25, 2021, meeting rescheduled to December 9, 2021

7. MOTION TO MOVE IN CAMERA

“The Board proposes a motion to move in camera, specifically to review the 2022 budget proposal.

Trustee Powell moved and Councillor Hearty seconded – **CARRIED**

8. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of June 24, 2021 was adjourned at 8:21 pm.

**SURREY PUBLIC LIBRARY
STATEMENT OF OPERATING FUND ACTIVITIES
FOR THE PERIOD ENDING AUGUST, 2021**

	ACTUAL YTD 2021	BUDGET YTD 2021	YTD Variance	ACTUAL YTD 2020	BUDGET 2021	ACTUAL 2020
Revenues						
City of Surrey Transfers	12,577,333	12,915,333	(338,000)	12,017,183	19,373,000	14,077,896
Provincial Government Grants	654,360	655,200	(840)	655,112	983,000	1,003,614
Fees & Fines	96,499	421,774	(325,275)	127,616	624,000	160,198
Other	38,260	25,284	12,976	84,926	35,000	76,650
Total Revenues	\$13,366,452	\$14,017,591	(\$651,139)	\$12,884,837	\$21,015,000	\$15,318,358
Expenditures						
Salaries and Benefits	9,168,367	11,052,690	(1,884,323)	7,043,904	17,042,000	11,433,163
Site Operations	1,441,143	1,365,797	75,346	731,297	2,094,705	1,338,066
Materials Collection	1,281,165	659,000	622,165	1,174,504	873,028	1,977,436
Supplies and Equipment	149,574	223,998	(74,424)	77,525	351,263	201,393
Professional Services	141,172	168,690	(27,518)	71,021	253,500	133,058
Interlibrary Services	89,921	134,000	(44,079)	131,384	135,000	131,566
Other	138,069	174,807	(36,738)	34,108	265,504	103,676
Total Expenditures	\$12,409,411	\$13,778,982	(\$1,369,571)	\$9,263,743	\$21,015,000	\$15,318,358
Period Ending Balance	\$957,041	\$238,609	\$718,432	\$3,621,094	\$0	\$0
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$1,008,040			\$927,832	\$2,100,000	\$1,428,434

NOTES TO THE STATEMENT:

City of Surrey Transfers include funds allocated for general library operations, and any transfers from other City departments
Provincial Government Grants include ongoing grants such as per capita operating support and resource sharing as well as any one time grants.
Fees include printing, processing, programs, room & equipment rentals.
Fines include overdue levies 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:R140

COUNCIL DATE: **July 12, 2021**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 8, 2021**

FROM: **Chief Librarian
Board Chair, Surrey Public Library**

FILE: **7960-01**

SUBJECT: **Surrey Libraries Facilities Master Plan 2021-2041**

RECOMMENDATION

The Surrey Public Library recommends that Council:

1. Receive this report for information; and
2. Consider the Surrey Libraries Facilities Master Plan (attached as Appendix “I”) when developing the City’s capital planning priorities.

INTENT

The purpose of this report is to provide Council with the Surrey Libraries Facility Master Plan (the “Plan”), attached as Appendix “I” of this report.

BACKGROUND

The Surrey Libraries Facilities Master Plan is a tool used to guide the development of library facilities in Surrey. The previous plan was developed in June 2014 by library staff in consultation with city planning and facilities staff. It is considered best practice to update these plans approximately every five years, or more frequently when there is exponential growth in the city. To create a more robust and objective plan, the library engaged StudioHub Architects in early 2021 to start the process for developing a new plan.

The Plan has been updated to align with Surrey Libraries’ 2019-2023 Strategic Plan, with a focus on the built environment, and will be used to manage library facility development over the next twenty years. The Plan includes prioritized recommendations to guide decisions on capital investments in a strategic and fiscally responsible way. The Surrey Public Library Board approved the Plan at its June 24, 2021, Regular Board meeting, and is presenting to Council as information to consider when developing the City’s capital planning priorities.

DISCUSSION

The Plan development used a holistic approach, balancing quantitative and qualitative methodology. Community consultations were conducted virtually and in library branches; staff provided input through an online survey; a review of public library trends was undertaken and case studies were researched for leading practices. Many data sources were reviewed such as Canadian Urban Library Council (CULC) space benchmarks, current and historic library usage statistics, and Surrey community demographic profiles with current and projected populations. A review of existing library branches included site visits and an assessment of the facility conditions. Following the analysis, draft recommendations were presented to various stakeholders, including the Library Board and Council, for further input. This broad analysis and holistic approach have resulted in an objective, data-driven and evidence-based Plan.

Plan Analysis

Industry trends research for the Plan affirmed that public libraries are essential to thriving communities, and that they contribute to building strong and resilient neighbourhoods. Today's successful public libraries accommodate a more diverse set of users, have recalibrated spaces for physical books in relation to social and study space, and have transitioned from passive 'knowledge keeping' to active knowledge sharing and content creation. Other library trends observed include increasing flexible space to support a variety of activities; integrating libraries with other public and private amenities such as recreation centres or social housing; reimagining considerations of sustainability and inclusivity; and the library serving as the community's cultural one-stop shop.

An analysis of Surrey's current and projected population showed exponential growth, almost double the rate of Metro Vancouver's, increasing by 11% between 2011 and 2016. The growth and spread are unevenly distributed across the City, and the disparity is evident in space allocation and usage across the City's libraries. Surrey's ten library branches (total of 208,400 square feet of building area) currently have less building area (0.35 square feet per capita) compared to the Canadian average (0.51 square feet per capita). Surrey ranked 35th out of 39 cities in library building area per capita, despite being Canada's 11th most populous city. Surrey's library building area ratio increased consistently from 1997 to 2014, but has since fallen as no new building area has been added during the City's continued population growth.

The analysis found that Surrey's existing library branches are popular and support positive outcomes in the community. Public and staff engagement assessed how existing spaces support literacy & learning, create connections, and foster feelings of inclusion and belonging. Over 90% respondents said that libraries improve quality of life and help with community building. Similarly, over 90% responded their local branch was welcoming and reflective of the needs of our diverse community. A lower score (just over 60%) was received for serving technological needs, indicating an area of improvement. Over a third of the respondents expressed the need for small workspaces or rooms, reflecting how library branches are seen as community living rooms by many residents seeking a quiet space to study or work.

Plan Recommendations

The Plan outlines several recommendations for library facilities to respond to Surrey's population growth, demographic shifts, and societal trends. A key, if aspirational, goal is for Surrey to strive for the Canadian average library building area of 0.5 square foot per capita by 2041. This would

require almost doubling the existing library building area by adding 198,400 square feet of new building area. The plan outlines this in detail, prioritizing by community. A summary is provided in the table below:

Priority	Timeline for Investment	Community	Current Sq Ft /Capita Ratio	2021 Current Building Area (sq ft)	Additional Building Area Required to Meet 0.5 Sq Ft/Capita Ratio by 2041
High	0-5 years	Newton*	0.17	26,900	61,600
		Fleetwood	0.16	10,900	29,000
Medium-High	5-10 years	South Surrey	0.29	28,400	45,700
Medium	10-15 years	Guildford	0.52	36,500	26,900
Low	15-20 years	Cloverdale	0.33	25,800	32,100
		Whalley	0.62	79,900	3,100
		Surrey Total	0.35	208,400	198,400

*Surrey Libraries is working with City staff to incorporate a new library in the planned Newton Community Centre. The building area is yet to be determined.

Other recommendations include:

- Seeking partnerships for new capital projects to build co-located or integrated facilities.
- Planning well ahead for site selection and land acquisition for new capital projects.
- Piloting new ways to reach underserved areas of the City through innovative service models, such as mobile van service or pop-up/express libraries inside malls or community centres.

Further recommendations focus on design principles when assessing existing branches and planning for new libraries, including the following considerations:

- **Flexibility and Functionality:** Accommodating for the variety of current and anticipated needs, such as quiet versus loud activities, and designing building envelopes adaptable for future expansions.
- **Sustainability:** Supporting climate action strategies through sustainable, restorative, and energy efficient design.
- **Inclusivity and Accessibility:** Considering the diversity of Surrey’s population in terms of languages, cultures, genders, and abilities.
- **Optimizing existing space:** Improving user experience at existing branches through space planning and minor capital enhancements.

Plan Costs and Funding

The Plan is expected to evolve over time as City priorities shift. Rather than a fixed overall cost, the Plan provides estimates of detailed costs for different sizes of proposed projects at any given interval during the twenty-year timeframe the Plan covers. Funding the Plan will require ongoing discussions with the City as Surrey Libraries is predominantly municipally funded. One possibility is to review City-wide community amenity contributions as an opportunity to allocate dedicated funding for library capital projects.

SUSTAINABILITY CONSIDERATIONS

The Plan supports the objectives of the City’s Sustainability Charter 2.0. In particular, this initiative relates to the Sustainability Charter 2.0 themes of Inclusion, Built Environment and Neighbourhoods, Education and Culture, and Health and Wellness. Specifically, this initiative supports the following Desired Outcomes (“DO”):

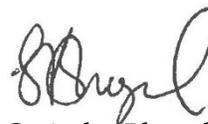
- Inclusion – DO3: Residents have opportunities to build social connection with people from different backgrounds;
- Inclusion – DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population;
- Built Environment and Neighbourhoods: DO8: The built environment enhances quality of life, happiness and well-being;
- Education and Culture - DO1: Surrey has a culture of learning, with a broad range of diverse learning opportunities available and accessible to meet the needs of all residents;
- Education and Culture – DO5: Surrey’s educational institutions and libraries are integrated into the community, and have sufficient capacity to accommodate residents, as well as attract people from other area; and
- Health and Wellness -DO8: Residents feel a sense of belonging and connectedness and have opportunities for social interaction in their neighbourhoods and communities.

CONCLUSION

The Surrey Libraries Facility Master Plan provides an evidence-based and fiscally prudent framework for optimal library space over the next twenty years. Although the space goals may be aspirational, Surrey’s projected population growth, diverse community, and increased density in some communities, support more investment in library spaces. The Surrey Public Library Board approved the Plan at its June 24, 2021, Regular Board meeting, and is sharing with Council as information for potential library projects when developing annual capital plans.



Neelam Sahota
Board Chair, Surrey Public Library



Surinder Bhogal
Chief Librarian



June 22, 2021

Honourable Josie Osborne
Ministry of Municipal Affairs
VIA Email

Re: 2021 Provincial Grants to Surrey Public Library

Dear Minister Osborne,

On behalf of Surrey Public Library Board of Trustees, we'd like to extend our gratitude for the continued provincial funding for Surrey Public Library. These grants (per capita operating, resource sharing, BC OneCard, and equity/literacy grants) are vital for the sustainability of our Library.

The provincial government is a key partner in ensuring the effectiveness of library services throughout BC and the Province plays a crucial role in fostering collaboration among library systems, federations, community partners, and other government agencies.

Surrey Public Library continues to be one of the most utilized community services in Surrey. Funds received from the Province support increased access to information and services and allows our Library to be responsive to the needs of our community. Surrey Public Library is committed to supporting the Ministry's priorities for library services in 2021 of improving access, building capacity, advancing citizen engagement and enhancing governance.

As the Province has outlined in its strategic plan for public library service, public libraries are a vital resource for low-income or vulnerable populations as well as the thousands of newcomers to Canada who choose to settle in British Columbia. Libraries provide people with critical access to the information, technology, digital, and learning resources and services they need to develop their skills to reach their full potential.

Attached, please find our Annual Report to Our Community which highlights the work Surrey Public Library did in supporting our community in 2020.

Thank you again on behalf of the Surrey Public Library Board and all the residents of Surrey for the Government of British Columbia's ongoing support and commitment to funding public libraries throughout the province.

Sincerely,

Neelam Sahota
Library Board Chair

Surinder Bhogal
Chief Librarian

Attachment/

Cc:

MLA for Surrey / Whalley – Hon. Bruce Ralston
MLA for Surrey / Cloverdale – Mike Starchuk
MLA for Surrey / Newton – Hon. Harry Bains
MLA for Surrey / Green Timbers – Rachna Singh
MLA for Surrey / Panorama – Hon. Jinny Sims
MLA for Surrey / Fleetwood – Jagrup Brar
MLA for Surrey / Guildford – Garry Begg
MLA for Surrey / White Rock – Trevor Halford
MLA for South Surrey – Stephanie Cadieux
Director, Libraries Branch – Mari Martin

September 15, 2021

Attention: Select Standing Committee on Finance and Government Services

Re: 2022 BC Government Budget Priorities

Dear Committee Members,

This submission, made on behalf of the Surrey Public Library Board of Trustees, is to request an increase in provincial funding for public libraries. We appreciate the provincial government's leadership in navigating British Columbians through the COVID-19 pandemic and, with more funding, we can better support the government's priorities.

HOW SURREY LIBRARIES SUPPORTS BC GOVERNMENT PRIORITIES

Surrey Libraries strongly supports provincial government priorities, for example, we:

Economic Recovery:

- Help small businesses by providing access to tools, training and Wi-Fi enabled space to work.
- Enhance access to online government information and forms through free computer access and digital instruction.
- Connect newcomers to resources and programs to practice their English conversation skills.
- Partner with community agencies to loan laptops and provide training to low-income residents.
- Partner with WorkBC to host programs for job searchers.

Reconciliation:

- Consult with local Indigenous groups through Surrey Urban Indigenous Leadership Committee (SUILC) for shared decision making.
- Posted land acknowledgment signs in libraries.
- Liaise with the City's Culture department to display work by local Indigenous artists in libraries.
- Host author readings and film screenings for Indigenous and non-Indigenous community members to promote dialogue and understanding about Reconciliation.
- Prioritized Library Board and staff training on Reconciliation through workshops such as KAIROS blanket exercise and SUILC's Skookum Lab.

We also increase awareness about **Inequality and Discrimination** by hosting programs which build cultural awareness, tolerance, and community well-being. For example, we offer programs like anti-racism Storytime, teen book talks, and screening of the MIXD project which explores mixed-heritage identity through photography and discussion.

We also help build resiliency and a sense of belonging for many community members with increased **mental health** concerns. Our spaces and programs provide our community access to resources and services that help enrich their lives. Our staff have made friendly phone calls to home-bound seniors and provided entertainment and connection to those facing social isolation.

Our community has shared the following stories that demonstrate how the library meets the above provincial priorities:

“I can learn more about my hobby with online courses at no extra cost to me”

‘Surrey Online library has been of particular importance and pleasure to me [SIC] Anywhere there is an internet contact, I can borrow, reserve and return books. Just recently, I discovered through my library card I can learn more about my photography hobby with online courses at no extra cost to me. – Grant Crawford

“My local public library is my sanctuary where I can escape from the craziness...”

It’s a calm place where I can find a great new read, research information on a computer, or just avoid the inclement weather for a while. Growing up in small towns in Saskatchewan, our family of nine would anxiously await the mobile library that brought books for all to enjoy. Now, as a retiree, I am so very grateful to have a beautiful library in my neighbourhood, the central city core of Surrey.

“...the library was an excellent place to improve my English skills”

When I first came to Canada in grade 6, I couldn't read English. It was easy for others to translate to me in school, but I was on my own outside of school. That was when I realized the library was an excellent place to improve my English skills. I frequently went to the library to read and borrow books: Manga, thriller novels, and educational workbooks were my favourites. My English gradually advanced -thanks library!

More powerful stories can be read on our website: <https://www.surreylibraries.ca/support-your-library/shared-stories>

CURRENT STATE OF FUNDING

Provincial funding for public libraries over the past decade has declined as a portion of total revenue allocated to individual BC library systems, from 7% in 2009 to 4.6% in 2019. In that same time, the municipal portion has risen from 72% to 80%. While both levels of government face multiple and increasing service demands, municipalities have more restricted revenue options. Stagnant provincial funding shifts costs to municipalities, which is difficult when the demands on municipal services continue to increase.

Since 2010, our community has asked that the provincial government provide funding for public libraries that, at a minimum, includes annual increases to account for inflation. Despite these requests, public libraries have been left with chronic provincial underfunding, frozen at approximately \$14 million.

WHY WE NEED MORE

Public libraries are a force multiplier! A report released in 2020 by the Canadian Museum Association and Library Archives Canada found that *every dollar spent on public libraries generates four dollars and sixty cents worth of benefit back to the economy*. This is a return on investment that few public resources can live up to.

Further, Surrey is the fastest growing community in the province, has seen its population increase dramatically over the last decade, and is poised to become the largest city in the province by 2030. Surrey also has the largest school-aged population in BC, the largest and youngest urban Indigenous population, and is home to high number of immigrants and refugees. The cost of doing business is growing, our community's request for support and resources is increasing, and many needs are being unmet.

THE ASK

As we continue to rebuild local economies, increased funding to public libraries is a smart investment and a win for all British Columbians. In solidarity with the BC Library Partners, we request an increase to library funding to a **minimum of \$22 million annually** to reflect inflationary and population increases and recommit to a progressive funding approach. This request for sustained, increased funding was supported by the Select Standing Committee on Finance and Government Services as part of the Budget 2020 and 2021 Consultation process.

SUMMARY

We appreciate that there will be many compelling demands on the 2022 budget; however, increasing funding to public libraries is a sound investment in the economic prosperity of BC communities.

The Surrey Public Library Board appreciates the opportunity to participate in this provincial budget consultation process.

Sincerely,



Neelam Sahota
Library Board Chair

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: September 23, 2021
Subject: Budget 2022: Permanent Elimination of Overdue Fines

RECOMMENDATION

To permanently eliminate overdue fines, effective in 2022, pending Council approval of the City's 2022 budget.

BACKGROUND

When Surrey Libraries closed in March 2021 to help prevent the spread of COVID-19, and Library material could not be returned, overdue fines on all materials were temporarily eliminated. This was continued into 2021 to help the community recover through the pandemic. The Library has been able to offset the reduced revenues from temporary overdue fines elimination with overall reduced expenditures due to limited services; however, this is not sustainable when services resume to pre-pandemic levels. Staff recommend eliminating overdue fines on a permanent basis.

DISCUSSION

Overview

Fueled by the inequities amplified by the pandemic, many libraries in North America permanently eliminated overdue fines in 2020-21. In the U.S. these include Chicago, San Diego, and Nashville amongst others. In Canada: Vaughn, Edmonton, Barrie, Brampton, Calgary, Edmonton, Halifax, London, Kingston, Winnipeg, Regina, Saskatoon, Ottawa, Hamilton, Montreal, and Kitchener. In B.C.: Burnaby, Richmond, North Vancouver City, North Vancouver District, Whistler, Squamish and also SFU and UBC. Approximately 300 libraries across Canada have eliminated overdue fines in the past few years.

Studies show that fines are a barrier to usage and disproportionately impact children and other vulnerable populations. Surrey eliminated fines on children's materials checked out on children's cards in 2015. The initiative resulted in increases in both circulation and new card registrations. Patrons were surveyed and 88% felt more welcome, 89% were visiting the library more often, 89% were reading more often, and 71% had greater awareness of the library as a result of the change. See Appendix I for a detailed evaluation report on the initiative.

Although the intent of overdue fines is to encourage the return of materials, evidence suggests they are not effective. In Surrey, eliminating overdue fines for children's materials saw no change in overdue rates. The Library has not charged overdue fines through the pandemic, and has not seen notable change in the rate of materials returned. A combination of reminders, billing for items or blocking access to additional borrowing after a period of time, are more effective strategies to ensure the return of materials.

Furthermore, studies indicate that over half of revenue from fines is absorbed by the cost of collecting and processing them. North Vancouver City Library undertook an analysis of the costs of collecting fines and determined it cost the library \$0.66 in direct staff costs, hardware costs and payment processing fees for every \$1.00 of revenue collected. These estimates are conservative and do not reflect costs for system maintenance, statistical reporting, troubleshooting or other related activities. Other libraries have reported similar results, and some smaller libraries report their costs of collecting overdue fines exceed the revenue they generate.

Current Practice

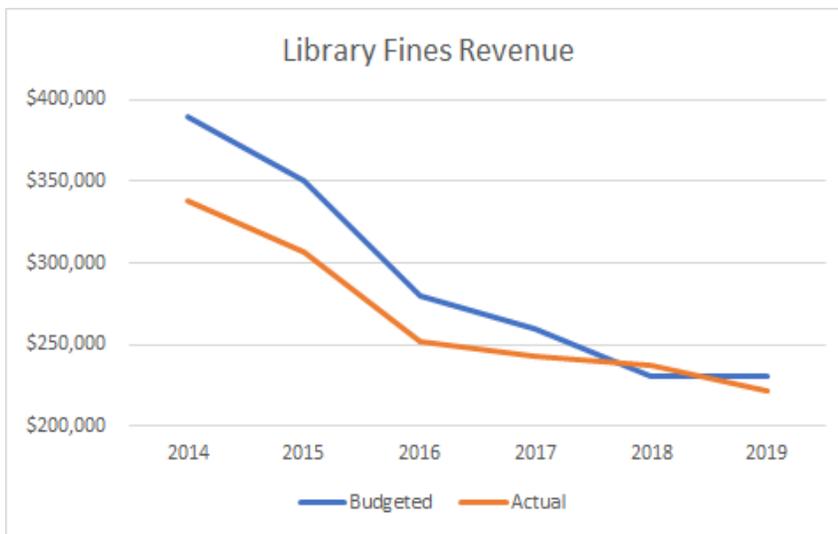
All cardholders, including children, are billed for borrowed material that is not renewed or returned after 38 days past the due date. After this time, late materials are considered lost and replacement costs and an administration fee is charged to the account. If a lost item is returned, the lost charges and administration fees are waived. Charges apply for damaged materials.

Adult materials accrue daily overdue fines to a maximum of \$10. (See Appendix II for Current Charges). When an account reaches \$10.00 in accumulated fines, it is “blocked” and material cannot be borrowed until the account is cleared. When the library closed in March 2020, 36,629 accounts were blocked. The maximum threshold was increased to \$20 in June 2020, prior to starting takeout service, and as of September 1, 2021, 15,020 accounts remain blocked.

Fines Revenue

Overdue fines revenue accounts for 1.2% of total revenues, and was budgeted for \$256,000 in 2021. Revenue has been decreasing over last few years due to elimination of children’s fines, effectiveness of email reminders, increased use of online renewals, decreased use of AV materials (higher fines), decreased use of physical materials, and overall increased use of digital materials (no fines).

Fines Revenue from 2014 -2019



Impact of Overdue Fines

Research and data confirm that overdue fines do not have the desired effect of encouraging people to return their materials on time. Instead they result in high incidents of non-payment and reduced use of the library. Research also confirms that people with privilege are more likely to initiate a conversation about reducing or forgiving fines, and that vulnerable populations are disproportionately affected by overdue fines, for example:

- People experiencing cognitive decline or memory loss can have a hard time managing due dates and may stop borrowing books for fear of incurring fines.

- People without home Internet access or data plans, or with limited digital literacy, are less able to receive email reminders of upcoming due dates or use online renewal tools.
- For people experiencing poverty or on low incomes, many of them seniors or newcomers, overdue fines can become a financial burden, setting up a choice between paying fines or paying for costs of food and housing.

Financial Strategy to Eliminate Overdue Fines

When overdue fines were eliminated for children’s materials, the Library absorbed the reduction in budgeted revenue of \$70,000. In 2021, the decrease in revenues from temporary elimination of overdue fines has been absorbed due to a reduction in expenditures because of limited operations through the pandemic. This strategy is not sustainable when full operations resume. A more sustainable strategy is to prioritize this as a 2022 budget request to the City for increased funding to permanently offset the reduced revenue.

STRATEGIC PLAN CONSIDERATIONS

Permanently eliminating overdue fines will support the following Strategic Plan objectives:

- A1: Promote and nurture Literacy & Learning
- A3: Improve access to library services
- C2: Broaden awareness of library services

CONCLUSION

Staff recommend permanently eliminating overdue fines, effective in 2022, pending Council approval of the City’s 2022 budget. This will reduce barriers to accessing library services and support the post-pandemic economic recovery. Evidence suggests that overdue fines do not impact the rate materials are returned and may discourage people, particularly those from vulnerable communities, from using the library altogether. Revenue from fines is a small fraction of annual revenue, is decreasing annually, and goes largely to cover the costs of collecting it. Overdue fines contribute to unpleasant customer interactions and feelings of ill will. A final and important consideration is the unpopularity and negative attention of reintroducing fines after almost two years of elimination.

Appendix I: Evaluation of Late Fines on Children’s Materials, Regular Board Report February 23, 2017
Appendix II: Current Charges

To: Surrey Public Library Board
From: Chief Librarian, Surinder Bhogal and Julie Balenzano, Manager, Circulation Services
Subject: Evaluation of Elimination of Late Fines on Children’s Materials
Date: February 23, 2017

Recommendation

It is recommended that the Surrey Public Library Board receive this report for information.

Background

At the September 2014 Board meeting, the Board unanimously agreed that staff research the benefits and the impact of reducing children’s fines and passed the motion that the Library “consider eliminating fines on some or all junior materials checked out on junior cards.” After researching various options, in October 2015, Surrey Libraries eliminated fines on children’s materials checked out on children’s cards.

The stated outcomes of this initiative were to:

- increase library use for children and families by making a library a welcoming space;
- reduce barriers to library use for children and families to strengthen family literacy;
- align with Surrey’s Poverty Reduction Plan and support low income families.

The Board requested an evaluation of the initiative one year after implementation. This report outlines the impact of the service on families after a complete year. The evaluation was conducted using quantitative data from operational statistics and qualitative data from an online survey.

Operational Data

Time period	Junior Materials Circulation
October 1, 2015 – September 30, 2016	2,286,180
October 1, 2014 – September 30, 2015	2,232,881*
October 1, 2013 – September 30, 2014	2,424,065

Circulation of junior materials increased by 22% (53,299) in October 1, 2015- September 30, 2016, compared to previous period.

*2015 was an anomaly due to the Surrey School District Teachers’ Strike. The School District was unable to promote library programs and services or bring classes for library tours. Library staff were unable to offer regular outreach including Summer Reading Club promotion in schools. Despite this, circulation of junior material still increased substantially over the previous period.

Year	New Junior Cards Issued
October 1, 2015 – Sept 30, 2016	9397
October 1, 2014 – Sept 30, 2015	5566
October 1, 2013 – Sept 30, 2014	5442

The number of junior cards issued from October 2015 – October 2016 increased by 68% (3831).

A significant increase indicates that families were responding positively to the initiative by creating new cards for their children. Previously many adults had borrowed materials for the entire family on the parents' cards. Having their own library cards creates a sense of ownership for children as they learn to be responsible for their own borrowing.

Fines & Fees	Oct 1, 2014 – Sept 30, 2015	Oct 1, 2015 – Sept 30, 2016
Fines & Fees incurred *	\$47,527.31	\$14,897.45
Fines & Fees waived**	\$ 5,108.77	\$10,551.13
Fines & Fees paid***	\$52,817.90	\$25,476.96

** Amounts incurred on junior cards was about ¼ of the previous period*

*** The percentage waived by staff doubled*

****The amount paid decreased by more than half from October 2015 –October 2016*

Financial data indicates that families benefitted from this initiative, with a decrease of 69% in fines incurred and paid, and the increase of the amounts waived. The large amount of waived charges relates to educating families that although they did not have to pay late fines, they would incur fees for items not returned to the library.

Online Survey Results

The survey was posted on the Surrey Libraries website from September 14 – October 11, 2016 and promoted to families with children at branch circulation desks. 165 responses were received.

Please select the library branch which you use most often	Total	%
City Centre Library	28	16.97
Cloverdale Library	16	9.70
Fleetwood Library	10	6.06
Guildford Library	21	12.73
Newton Library	23	13.94
Ocean Park Library	14	8.48
Port Kells Library	4	2.42
Semiahmoo Library	10	6.06
Strawberry Hill Library	39	23.64

Question 1: You feel more welcomed in the library

Question 2: You enjoy visiting the library more often

- 88% of participants agreed that they felt more welcome in the library
- 89% agreed that they enjoyed visiting the library more often
- Less than 10% selected unsure (neither agree nor disagree)
- Less than 4% disagreed

The results indicate that the initiative was successful in creating and fostering a more welcoming space. The outcome of raising the library's profile as a welcoming place in our community was met.

Question 3: Your family spends more time reading books

- 80% reported their family spends more time reading books as a result of this initiative
- 13% were unsure (neither agree nor disagree)
- 6% disagreed

The most noteworthy behaviour change identified here is reading habits, especially an increase in family reading time. Based on the survey results, the library achieved the outcome of strengthening family literacy.

Question 4: You are more aware of applicable resources and services provided by the library

- 71% agreed they were more aware of applicable resources and services provided by the library
- 21% were unsure (neither agree nor disagree)
- Less than 8% disagreed

The results demonstrate an increase in knowledge and awareness about library services.

Question 5: What do you like most about no fines on children's materials?

Participants provided 139 free text responses as to what they liked most about this initiative. Many comments described how the service not only removed financial barriers but also constraints on time and access to library materials. This indicates that the outcome of helping low-income families and supporting Surrey's Poverty Reduction Plan has been met. A sample of the responses can be viewed below:

Kids love re-reading books and sometimes are not ready to return it when due. Also, life is so hectic that I often forget to renew it for them. This gives us a much appreciated 'grace period.'

It feels more accessible to get books more often without having to worry about fines at all. Having fines build up can be stressful.

We can keep the books we like the most for longer. The kids cheer when I say we can keep their favourites for another week or so. I use the library lots for homeschool and check out abundance (usually max out two kid cards), so this grace of no fines has been helpful. With the fines system, if I was even 1 day late, that's a lot of fines! Thank you!

No rush to return my children's favorite books or CDs, but also life with kids can be hectic at times and dates for returning materials can often slip my mind. It's nice not having to worry about paying for fines if during a busy week we forget to return our library materials :)

We like that the library considers everyone's financial state. This is because not everyone can afford to pay the fines.

It removes a barrier to me checking out books for my child

Love it, although since it was introduced I have not returned books late. We are more likely to visit the library because I don't have to think twice about whether or not we are around or available to return the books.

Port Kells library hours don't always make it convenient to bring material back "on time", so the no fines rule alleviated the stress especially on low income families.

I think there is more freedom to borrow books without the worry or pressure financially should you be a few days late with the books. Sometimes busy families need a break, and I think the no fines is a very welcome change!

We can visit the library at the time that works for our schedule rather than the due date of the material. We can finish books or movies that are "almost done" once we've completed them.

Question 6: What could the library do to help improve your child's reading?

The purpose of this question was to gather current and relevant feedback from our neighbourhoods to ensure that we are meeting the needs of our growing and ever changing communities. Participants provided 126 free text responses to how the library could help to improve their child's reading. Responses included program, collections and service suggestions that were grouped by branch and forwarded to the managers to discuss with their youth services staff.

Summary

Based on this evaluation, we can conclude that eliminating fines on children's materials borrowed on children's cards has been a positive and valuable library service that has met the stated outcomes. Library use by children and families has increased, the library is perceived as a welcoming space by more families, family literacy has been strengthened, barriers to use have been decreased and some financial relief has been granted to low income families, supporting Surrey's Poverty Reduction Plan. The results from the first year are encouraging and the overall impact positive.

Appendix II – Current Charges (Pre-pandemic)

Exception: No late fines are charged on kids and teens materials borrowed on a kids' card (ages 0-11).

	Per day, per item	Maximum, per item
Hardcover Books, CDs, Energy Meters & Audio Video Converter Kits		
Adult	\$.30	\$10.00
Kids and Teen	\$.10	\$5.00
Softcover Books, Paperbacks, Magazines		
Adult	\$.30	\$5.00
Kids and Teen	\$.10	\$3.00
Book Club Kits	\$1.00	\$10.00
Storytime Kits	\$1.00	\$10.00
eReaders	\$1.00	\$10.00
DVDs, Special Loans e.g. Reference loans		
Adult	\$1.00	\$10.00
Kids and Teen	\$.50	\$5.00
DVD or Book Superloans (Junior & Adult)	\$1.00	\$10.00
InterLibrary loans	\$2.00	\$10.00



To: Surrey Public Library Board
From: Michael Ho, Director, Administrative Services
Date: September 23, 2021
Subject: 2022 Operational Budget and Capital Plan Requests

RECOMMENDATION

That the 2022 Operating Budget and 2022-2026 Capital Plan requests be approved; and that staff are directed to submit to the City of Surrey.

BACKGROUND

The COVID-19 pandemic continued to impact Library operations throughout 2021. The Library responded by adjusting programs and services subject to the prevailing provincial health orders. As with the previous year, the 2022 Budget is based on normal operations to allow for flexibility, with actual to budget variances of revenues and expenditures being monitored and managed throughout the course of the year.

DISCUSSION

I) 2022 Operating Budget

Refer to the attached appendices for operating budget summary and detail. Given the uncertainty of the current pandemic situation, the proposed budget has remained the same as the current 2021 budget, with the following additions:

- Funding request to offset the elimination of overdue fines to reduce barriers to use and increase access for Surrey residents - \$256K
- Staffing increase to include expanding Sunday opening hours at 4 locations, and 3 positions in both public services and marketing support to create additional capacity to achieve library initiatives - \$455K
- Adjustments and reallocations – these include inflationary factors to maintain existing levels of service such as the Library website, utilities and contractor services - \$125K

The resulting increase to the proposed budget is \$580,000 for a total of \$21.595M, an increase of 2.8%. The amount funded by the City would increase by \$836,000 to \$20.209M, an increase of 4.3%.

II) 2022-2026 Capital Plan Requests

Newton Community Centre: City has hired architectural firms TKA+D & MJMA to spearhead the project for this integrated facility, similar in principle to the Clayton Community Centre. Library portion of budget and size still to be determined based on community engagement, design process, and overall space and project budget. Community engagement through stakeholder meetings, focus groups, and surveys are currently underway to determine the community's priorities. Completion is expected to be 2024, and budgeted operating costs will be submitted at a later date.

Strawberry Hill Library: The Library is situated in the Strawberry Hill Shopping Centre and is leased to the City until May 2025. Planning discussions and exploration of options continue. No amounts are requested at this time.

Fleetwood Library: A one-time request of \$100,000 is being made to conduct a feasibility study assessing options to provide additional amenities such as silent study space, youth areas, and a computer lab, as the community is undergoing increased densification related to the Skytrain project.

CONCLUSION

Approval of the 2022 Operating and Capital Budgets and funding requests would support the Library's achievement of its strategic initiatives during this uncertain and economically constrained time. Staff is seeking the Board's approval to submit the proposed 2022 Budget to the City.

Appendix I: Surrey Public Library 2022 Operating Budget Summary

Appendix II: Surrey Public Library Statement of Operations 2022 Budget

**SURREY PUBLIC LIBRARY
2022 OPERATING BUDGET SUMMARY**

	APPROVED 2021 BUDGET	PROPOSED 2022 BUDGET	% chg	% of Budget
Revenues				
City of Surrey Transfers	\$ 19,373,000	\$ 20,209,000	4.3%	93.6%
Provincial Government Grants ¹	983,000	983,000	0.0%	4.6%
Fines and Fees Revenues	624,000	368,000	-41.0%	1.7%
Other Revenue	35,000	35,000	0.0%	0.2%
Expenditures				
Salaries & Benefits	\$ 17,042,000	\$ 17,497,000	2.7%	81.0%
Site Operations	2,094,705	2,238,000	6.8%	10.4%
Materials Collection (non-capital) ²	873,028	873,000	0.0%	4.0%
Other Expenditures	1,005,267	987,000	-1.8%	4.6%
TOTAL BUDGET	\$ 21,015,000	\$ 21,595,000	2.8%	
Population of Surrey ³	588,490	596,950	1.4%	
Expenditure per Capita	\$ 35.71	\$ 36.18	1.3%	
City transfer per Capita	\$ 32.92	\$ 33.85	2.8%	

Summary of Requests and Adjustments for 2022

* a - new requests
b - reallocations & cost/inflationary increases

Revenues

Elimination of Fines \$ (256,000) a

Salaries and Benefits

Additional Positions requested \$ 327,000 a

Expanded Sunday Openings \$ 128,000 a

Other Expenditures

Increases and Adjustments (utilities, maintenance) \$ 125,000 b

Notes to the Budget Summary

¹ Total provincial grant consisting of 922,052 Base + 10,615 Resource Sharing + 20,186 OneCard + 28,689 Literacy (funding based on 2021 grant: 518,007 @ 1.78 per capita. Population from 2016 Census Values provided by BC STATS)

² Materials Collection includes only those amounts not capitalized as fixed assets e.g., databases, subscriptions, ebooks This is in addition to capital funds designated for book and equipment purchases (2.1M in 2020)

³ Population estimates provided by City of Surrey Planning Department

* a - new requests \$ 711,000

b - reallocations and service/cost/inflationary increases \$ 125,000

(\$836,000 total equals the increase to the transfer from the City)

Refer to the Statement of Operations - 2022 Budget for details

SURREY PUBLIC LIBRARY
STATEMENT OF OPERATIONS
2022 BUDGET

Appendix II

	ACTUAL 2020	ADOPTED BUDGET 2021	PROPOSED 2021 CHANGES	* see below	PROPOSED BUDGET 2022	% of 2021 BUDGET
REVENUES						
City of Surrey Transfer	14,077,896	19,373,000			20,209,000	93.6%
General Operations	14076557	19373000	836,000		20209000	
Other City of Surrey Cost Recoveries	1340					
Provincial Government Grants	1,003,614	983,000	983,000		983,000	4.6%
Fees & Fines	160,198	624,000			368,000	1.7%
Fees	52163	179000	0		179000	
Room Rentals	29646	113000	0		113000	
Fines	56321	256000	-256,000	a	0	
Lost & Damaged	22069	76000	0		76000	
Other	76,650	35,000			35,000	0.2%
Merchandise sales	1912	5000			5000	
Booksales	5105	28000			28000	
Donations & Grants	68672	0			0	
Other	960	2000	0		2000	
rounding		0			0	
TOTAL REVENUES	15,318,358	21,015,000	580,000		21,595,000	100.0%
EXPENDITURES						
Salaries and Benefits	11,433,163	17,042,000	455,000	a	17,497,000	81.0%
Site Operations	1,338,066	2,094,705			2,237,705	10.4%
Communications	28732	41000			41000	
Utilities	273759	456788	8,000	b	464788	
Waste Management	5316	14067	0		14067	
Maintenance - Equipment & Technology	140963	274034	52,000	b	326034	
Security	141358	248668	43,000	b	291668	
Janitorial	314302	542305	37,000	b	579305	
Leases & Rentals	52199	58100	0		58100	
Building Maintenance	42379	88000	0		88000	
Grounds Maintenance	129484	191500	-30,000	b	161500	
Other City of Surrey Cost Allocations	209573	180244	33,000	b	213244	
Library Materials Collection	1,977,436	873,028	0		873,028	4.0%
Supplies and Materials	201,393	351,263			351,263	1.6%
Computer, Office & Small Equipment	89099	114169	0		114169	
Materials Processing	46902	80000			80000	
Other	65392	157094			157094	
Professional Services	133,058	253,500			250,500	1.2%
Staff & Board Development	29501	49000	0		49000	
Consultants	77412	91500	35,000	b	126500	
Advertising and Promotion	12626	35000	0		35000	
Printing	13519	78000	-38,000	b	40000	
InterLINK interlibrary services	131,566	135,000	-35,000	b	100,000	0.5%
Other	71,830	265,504			285,504	1.3%
Postage & Delivery	98984	191109	20,000	a	211109	
Mileage and Travel	10481	40000	0		40000	
Memberships	24070	28000	0		28000	
Bank Charges	2158	6395	0		6395	
Cost Recoveries	(67907)	0			0	
Misc	4045				0	
TOTAL EXPENDITURES	15,286,512	21,015,000	580,000		21,595,000	100.0%
EXCESS / (DEFICIENCY)	31,846	0	0		0	
APPROPRIATIONS & TRANSFERS	-31,846					
BEGINNING UNAPPROPRIATED SURPLUS	0					
ENDING UNAPPROPRIATED SURPLUS	-0					

*
a - new requests
b - reallocations & service/cost/
inflationary increases/(decreases)

To: Surrey Public Library Board
From: Chair, Executive Committee
Date: September 23, 2021
Subject: Board Self-Evaluation Process and Questionnaire



RECOMMENDATION

To be received as information; and to discuss if any changes are required to the Board Self-Evaluation process and questionnaire (attached as Appendix I).

BACKGROUND

In 2014 the Library Board adopted a tool and annual process for evaluating its performance. A text version of the Surrey Libraries Library Board Self-Evaluation Questionnaire is attached as Appendix I. An online version of the questionnaire is distributed to trustees following the October meeting. Responses are anonymous to maintain confidentiality. Survey results are discussed at the November in-camera meeting to assess areas of strength and improvement for the Board. A mid-year informal evaluation is also conducted at the June in-camera meeting.

DISCUSSION

To aide discussion, the Board may wish to consider the following:

- Changes to process
- Addition/deletion of survey questions
- Value of mid-year assessment
- Virtual format
- Special meetings re: pandemic

Staff recommend adding 2 questions below, and inserted in red text in Appendix I, to measure trustees' comfort and competence with the Board's Annual Advocacy Plan:

A9: The Board has knowledge of the library's key performance indicators.

E14: I am comfortable talking with the public about library services and direction.

CONCLUSION

The tool and process are being shared as information for discussion, prior to distribution of the questionnaire, should the Board wish to make any amendments.

Surrey Libraries Library Board Self-Evaluation Questionnaire A Tool for Improving Governance Practice

This tool is designed to be used annually for Board self-evaluation. It seeks to help the Board answer the question: what are we as a board now doing well and what can be do better? This tool is best used to stimulate reflection and discussion; it is not a scientific survey instrument.

Section C on the Board's Relationship with the Chief Librarian is not intended as an evaluation of the Chief Librarian but rather an evaluation of the quality of the board's relationship with the Chief Librarian as judged both by the board and by the Chief Librarian. The items evaluated here should focus on matters that the Board can change about its performance.

Click the response that **best** reflects your opinion. The rating scale for each statement is: (1) Strongly Disagree; (2) Disagree; (3) Neither Agree or Disagree; (4) Agree; (5) Strongly Agree.

A. Mission and Strategic Planning

1. The board understands and embraces the library's mission.
2. The board uses the Library's mission, strategic objectives and strategic plan as a standard against which decisions are made.
3. The board's meeting agenda reflects the strategic plan, one-year goals document and operating requirements of the Library.
4. The board has the information needed to develop and monitor the implementation of long-term plans.
5. The board is responsive to trends and changes in the external environment, for example budgets / revenue, policy changes and technology.
6. The board has ensured that the library has a one-year goals and operational plan.
7. The board has a comprehensive set of updated policies to guide library operations.
8. The board ensures that the organization's accomplishments, challenges, and use of resources are communicated to stakeholders and the general public.
9. **The board has knowledge of the library's key performance indicators.**

B. How Well Has the Board Conducted Itself?

1. Board members are aware of their responsibilities under the B.C. Library Act and Regulations.
2. Board members are familiar with the role of Ministry of Education's Library Services Branch, British Columbia Library Trustees Association and Public Library InterLINK.
3. The meeting agenda of board meetings is well planned so that we get through all necessary board business.
4. The board package is relevant, useful and comprehensive.
5. Board members are kept informed about upcoming board activities and events.
6. All board members participate in board discussions.
7. The board represents broader community interests.
8. The board provides opportunity to individual members to pursue further education and board development.
9. The board encourages and acknowledges different points of view.
10. Board members are encouraged to enhance their understanding of the role of libraries and their socio-cultural environment.
11. All board members publicly support board decisions.
12. The structure of the board and its committees contributes to the board's ability to function effectively.
13. Each committee sets goals, is accountable for meeting them and regularly reports to the board as a whole.
14. Board meetings are interesting and frequently fun
15. The board has an annual advocacy strategy.

C. Board's Relationship with the Chief Librarian

1. There is a clear understanding of where the board's role ends and the chief librarian's begins.
2. There is good two-way communication between the board and the chief librarian.
3. The board ensures that a climate of mutual trust and respect exists between the board and the chief librarian.
4. The board trusts the judgment of the chief librarian.
5. The board has discussed and communicated the kinds of information and level of detail it requires from their chief librarian.
6. The board has developed formal criteria and a process for evaluating the chief librarian.
7. The board, or a committee of the board, has formally evaluated the chief librarian within the past 12 months.
8. The board evaluates the chief librarian using a performance appraisal tool that collects information from board members, direct reports and the municipality.
9. The board provides feedback and shows its appreciation to the chief librarian on a regular basis.
10. The board ensures that the chief librarian takes advantage of professional development opportunities.

D. Feedback to the Board Chair

1. The board has discussed and understands the role and responsibilities of the chair.
2. The chair is well prepared for board meetings.
3. The chair helps the board to stick to the agenda, focusing discussions and decisions on agenda items.
4. The chair ensures that every board member has an opportunity to contribute.
5. The chair facilitates discussions that explore issues from multiple perspectives.
6. The chair tactfully reins in individual board members when their behaviors interfere with the board's ability to function effectively.
7. The chair helps the board work well together.
8. The chair demonstrates good listening skills.
9. The board supports the chair.
10. The chair is effective in delegating responsibility amongst board members.

E. What has My Performance been as a Trustee over the Past Year?

1. I am aware of what is expected of me as a board member.
2. I have a good record of attending board meetings, committee meetings and priority community events.
3. I read the meeting package and adequately prepare in advance for board and committee meetings.
4. I have a working knowledge of the library's by-laws, board policies and the Library Act.
5. I encourage other board members to express their opinions at board meetings.
6. I am encouraged by other board members to express my opinions at board meetings.
7. I am a good listener at board meetings.
8. I follow through on things I have said I would do.
9. I maintain confidentiality of board decisions and discussions as required.
10. When I have a different opinion than the majority, I raise it.
11. I support board decisions once they are made even if I do not agree with them.
12. I promote the work of the Library in the community.
13. I stay informed about issues relevant to our mission and bring information to the attention of the board.
14. I am comfortable talking with the public about library services and direction.

F. General Assessment

1. What issues require the board's special attention during the next 12 to 24 months?
2. How can the board's organization or performance be improved in the next 12 to 24 months?
3. What other comments or suggestions would you like to offer related to the board's performance?
4. What policy change would you make to the library to bring immediate value to patrons?
5. Other comments.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: September 23, 2021
Subject: Notice of Election and Procedures



RECOMMENDATION

To be received for information; and to discuss if any changes are required to the election procedures.

BACKGROUND

In accordance with the Library Act, Section 7(1), the Board must call for nominations and hold elections for the position of Board Chair and Vice Chair at the inaugural meeting of the year. Responsibilities for the positions are in the Board Manual Section 18-19 (attached as Appendix I). This memo is to inform the Board of the election and to discuss if any changes are required to the election procedures outlined below.

DISCUSSION

Nominations

Trustees are welcome to nominate themselves. To nominate a fellow trustee, approach them ahead of time to confirm they accept the nomination. A written statement is required by all nominated trustees indicating their interest and suitability for the role. The statement will be included in the January board package for trustees to have ample time to review before 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.

CONCLUSION

This memo is to inform the Board of the election of the Chair and Vice-Chair position at the inaugural meeting in January 2022, and to support discussion on any changes required to the election procedures.

Attachment: Appendix I: Responsibilities of Board Leadership Positions

Responsibilities of Board Leadership Positions

(Surrey Libraries Board Procedures Manual Section 18-19)

Section 18: 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.

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.

Section 19: Vice-Chairperson

In the event that the Chair is absent from a meeting the Vice-Chair takes the chair pro tem. In the event that the Chair resigns, or is absent for whatever reason for three consecutive regularly scheduled Board meetings, the position is declared vacant and the Vice-Chair is declared Chair.

In the event that the office of Vice-Chair is declared vacant, the Board elects a new Vice-Chair from among its members by majority vote. The person serves the remainder of the term and is eligible for re-election.

If there is a quorum present at the time the meeting should be called to order and if the Chair and Vice-Chair are absent, the Chief Librarian calls the meeting to order and a chair pro tem is chosen by resolution of the meeting.

- Acts in the absence of the Chairperson, according to the Board Policy Manual.
- 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.
- Other duties as assigned by the Chairperson.



To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: September 23, 2021
Subject: Revised Terms of Reference for Standing Committees and New Governance Committee

RECOMMENDATION

To be received for information.

BACKGROUND

At the June 24, 2021, regular meeting, the Board approved recommendations from the Governance Working Group to revise current standing committee terms of reference. The Governance Working Group was dissolved and replaced by a new Governance Standing Committee. Current Committee membership is as follows:

Executive: Trustees Cumming, Mann, and Sahota (Chair)

Finance: Trustees Herrmann (Chair) and Kendler

Governance: Trustees Dhesa, Herrmann (Chair), Saran and Zhen

Planning and Advocacy: Trustees Hong, Powell, and Saran (Chair)

In addition, Trustee Singh represents Surrey Libraries on the InterLINK Board, and Trustee Hearty is a Director at the BCLTA Board.

CONCLUSION

The revised terms of reference for standing committees and the terms of reference for the new governance committee are included for information.

EXECUTIVE COMMITTEE

Purpose

To provide general leadership to the Board, including performance and compensation review for the Chief Librarian, reviewing Board Goals, and conducting the annual Board performance evaluation.

Functions

- Prepares for and conducts the Chief Librarian's annual performance and compensation review.
- Leads the development, implementation and monitoring of the Board's development and growth.
- Oversees the development, implementation and monitoring of the Board's recruitment and orientation plan.
- Prepares and reviews Board Goals.
- Prepares for and conducts an annual Board performance review/evaluation.

Membership

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

Chairperson responsibilities:

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

Meetings

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

- February: Finalizing Board Goals
- June: Mid-Year goals and Board recruitment
- November: Board performance review, Chief Librarian performance review, draft Board goals for next year

Revisions

Terms of reference are reviewed periodically and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History: May 25, 2017 / April 11, 2019 / June 24, 2021

FINANCE COMMITTEE

Purpose

To ensure the Board fulfills its fiduciary responsibilities by delivering services in a fiscally responsible manner.

Functions:

- Reviews regular financial statements and reports.
- Reviews the annual operating and capital budgets in relation to the strategic plan and Board annual priorities.
- Reviews the Library's audited financial statements, and ensures there is an effective annual auditing process.

Membership

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

Chairperson responsibilities:

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

Meetings

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

- March or early April: Review audited statements
- June: Review draft budget proposals
- September: Review annual budget

Revisions

Terms of reference are reviewed periodically and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History: May 25, 2017 / April 11, 2019 / June 24, 2021

GOVERNANCE COMMITTEE

Purpose

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

Functions

- Develops and recommends policies to ensure sound governance practices are in place
- Reviews adequacy and effectiveness of governance documents, including the policy manual, Board procedures manual, committee terms of reference.
- Annually reviews size, composition, diversity, and structure of the Board regarding competencies and skills of its members as related to the current needs of the Board.
- Appoints one committee member to the Ad-Hoc Nominations Committee.
- Develops and guides the nomination and voting process for Board Chair and Vice Chair.
- Supports the Chair and Chief Librarian in governance issues.

Membership

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

Chairperson responsibilities:

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

Meetings

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

Revisions

Terms of reference are reviewed periodically and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History: Established June 24, 2021

PLANNING AND ADVOCACY COMMITTEE

Purpose

To oversee the Board's strategic and facility planning, and coordinate advocacy efforts with funders and other stakeholders.

Functions

- Monitors the implementation of the Library's strategic plan.
- Guides the development of the Library's Facilities Master Plan.
- Promotes the Board's advocacy efforts, including annual review of the Advocacy Plan
- Reviews the Library's relationship with external stakeholders, including elected officials at all levels of government, InterLINK and the BC Library Trustee Association.

Membership

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

Chairperson responsibilities:

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

Meetings

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

- February: Advocacy Plan revisions and priorities
- April : Plan implementation and support of advocacy actions

Revisions

Terms of reference are reviewed periodically and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History: May 25, 2017 / April 11, 2019 / June 24, 2021