

**ATTENDEES:**

**ZOOM:** Jim Burck, Marilynne Teegee

**REGRETS:** David Nutbrown

**1.0 LAND ACKNOWLEDGEMENT**

We would like to open our meeting by recognizing we are fortunate to live, work and learn on the unceded ancestral territories of the Nak'azdli Whut'en, on lands long connected with Binche Whut'en, Tl'azt'en Nation, Takla Nation and Yekooche Nation.

**2.0 CONSENT AGENDA AND AGENDA**

- 2.1 Approval of minutes of the Regular Meeting of the Board, 15 May 2024.
- 2.2 \$61,782.21 of Enhancement Grant funds have been spent on enhancing multipurpose areas, programs, IT, safety/accessibility, and facilities. (appendix A)
- 2.3 The library's Annual Survey of BC Public Library Statistics was submitted to the Public Libraries Branch on 15 May.
- 2.4 2023 GST rebates were submitted to the Canada Revenue Agency on 16 May.
- 2.5 Comics Plus went live on 17 May.
- 2.6 2024 FSJ Historic Site Voucher program opened on 17 May. Twenty-eight seasonal passes were purchased (four vouchers for each day of the week).
- 2.7 Director and Officer Liability insurance for 2024-2025 was renewed on 21 May.
- 2.8 Q2 staff 1:1 conversations with LD were held between 21-24 May, and Q2 all staff meeting was held on 28 May.
- 2.9 Nasal Narcan is now available in the library's AED locker for Good Samaritan medical interventions.
- 2.10 On 3 June, IT updates were completed: new SSIDs and passwords, creation of a captive portal for "Library Guest" SSID, all staff computers connected to "Library Staff" via ethernet cables, "Library Guest" speed set at 10Mbps/user.
- 2.11 Public Works staff installed a bear-proof waste bin on 2 June and an exterior recycling bin on 4 June.
- 2.12 Chair Evans-Salt and Vice-Chair Burck attended BCLTA Board as Employer session #2 of 2 on 4 June. After attending these two sessions, Chair Evans-Salt and Vice-Chair Burck feel that we are in alignment with best practices in relation to their employment of the LD.

- 2.13 An updated Schedule 8 of the library’s Statement of Financial Information (SOFI) was submitted to the Public Libraries Branch on 11 June.
- 2.14 On 11 June, one faulty indoor security camera was replaced, one new indoor security camera was installed (bike rack) and all four indoor security cameras were updated with new SD cards.
- 2.15 LD completed *Personnel Management for Public Libraries* course.
- 2.16 LD attended the following meetings in the last month:
  - 2.16.1 DFSJ Joint OHS Committee
  - 2.16.2 Two Association of BC Public Library Directors
  - 2.16.3 Community Adult Literacy Program
  - 2.16.4 Sitka ILC and ILL functions
  - 2.16.5 Two invigilation sessions
  - 2.16.6 ESW Managed IT consultation
  - 2.16.7 RDBN Joint Accessibility Committee
  - 2.16.8 NCLF Roundtable
  - 2.16.9 Canada’s Volunteer Awards nomination session
  - 2.16.10 DFSJ Staff Lunch
  - 2.16.11 City West IT
  - 2.16.12 BCLTA – Board as Employer
  - 2.16.13 Treasurer – May 2024 financial reconciliation
  - 2.16.14 Finance Committee
  - 2.16.15 Local Joint Accessibility Committee

***DRAFT MOTION: to approve the consent agenda as read for the Regular Meeting of the Board, 19 June 2024.***

***DRAFT MOTION: to approve the agenda as read for our Regular Meeting of the Board, 19 June 2024.***

### **3.0 LIBRARIAN’S REPORT**

- 3.1 May 2024 Librarian’s Report (appendix B)
- 3.2 May 2024 Reconciliation (appendix C)
- 3.3 District 2024 Q1 Variance Report (appendix D)

### **4.0 BUSINESS ARISING**

- 4.1 2024 Canada Summer Jobs and TI’azt’en Nation Bladerunners – tabled from May
- 4.2 BC Library Conference and BCLTA AGM report, Trustee Burck – tabled from May (appendix E)
- 4.3 Trustee Roles and Succession Planning
  - Ad hoc committee to discuss Trustee job description, recruitment, interviewing/ vetting, orientation, training, committee appointments, and BCLTA voting member.

**5.0 STRATEGIC GOALS**

5.1 Board reflection: Advancing Truth and Reconciliation, Promoting Sustainability, Providing Equitable Access for All, Increasing Community Engagement

**6.0 NEW BUSINESS**

6.1 IT Update

**7.0 ADJOURNMENT**

***DRAFT MOTION: to adjourn FSJPL Regular Meeting of the Board, 19 June 2024 at (time).***

**FSJPL 2024 Board Meeting Dates**

<del>January 17, 5:00pm</del>	<del>May 15, 5:00pm</del>	September 18, 5:00pm
<del>February 21, 5:00pm</del>	<del>June 19, 5:00pm</del>	October 16, 5:00pm
<del>March 20, 5:00pm</del>	<del>July 17, 5:00pm</del>	November 20, 5:00pm
<del>April 17, 5:00pm</del>	<del>August 21, 5:00pm</del>	December 18, 5:00pm

**Fort St. James Public Library Board Committees**

<b>Finance:</b>	Treasurer McCutcheon Trustee Councillor Friesen Trustee Teegee	<b>Human Resource:</b>	Trustee Evans Chair Evans-Salt Trustee Greenaway
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<b>Policy:</b>	Chair Evans-Salt Trustee McCutcheon Trustee Greenaway	<b>Bargaining:</b>	Trustee Evans Trustee Greenaway LD Crowley
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**Building:** Trustee Soles  
Trustee McCutcheon

<b>NCLF Representative:</b>	Trustee Evans/Trustee Soles
<b>NCLF Alternate Representative:</b>	Trustee Greenaway
<b>District of Fort St. James Representative:</b>	Councillor Judith Friesen
<b>District of Fort St. James Alternate:</b>	Mayor Martin Elphee

## Appendix A - Enhancement Fund Expenditures

BC Enhancement Grant (2023-25)			
REVENUE		2024	2025
	BC Enhancement Grant	50,733.59	50,733.59
	carry forward	12,599.99	
	<b>Revenue Total</b>	<b>\$63,333.58</b>	<b>\$50,733.59</b>
<b>EXPENDITURES</b>			
<b>Multipurpose spaces</b>	Mezzanine		
	Juvenile space	12,505.05	
	YA space	658.57	
	<b>Subtotal</b>	<b>13,163.62</b>	
<b>Programs</b>	Promotion (event supplies)	2,686.56	
	Digital games	394.39	
	Experience Vouchers	500.00	
	Seed library	195.46	
	STEM kits	59.34	
	<b>Subtotal</b>	<b>3,835.75</b>	
<b>IT</b>	Charging stations		
	Floor cables	43.67	
	iPads, switches, oculus	52.63	
	Meescan	890.40	
	<b>Subtotal</b>	<b>986.70</b>	
<b>Accessibility/Safety</b>	PurpleAir monitors		
	Books	126.86	
	Birth-18mo supports	736.45	
	Safety stools	650.73	
	Kanopy audiobooks	884.10	
	First aid supplies	110.58	
	<b>Subtotal</b>	<b>2,508.72</b>	
<b>Facilities</b>	Slatwalls	3,817.47	
	Slatwall shelving	446.56	
	Shelving/bookcarts	905.54	
	Signage	293.05	
	Book displays	274.24	
	Dehumidifier	110.06	
	<b>Subtotal</b>	<b>5,846.92</b>	
	<b>Expenditures Total</b>	<b>\$26,341.71</b>	<b>\$0.00</b>
<b>EXCESS REVENUE FOR THE YEAR</b>		<b>36,991.87</b>	<b>50,733.59</b>
<b>BC Enhancement Grant Total</b>		<b>\$152,200.77</b>	
	2023 Expenditures	\$35,440.50	
	2024 Expenditures	\$26,341.71	
	2025 Expenditures	\$0.00	
	<b>Expenditures Total</b>	<b>\$61,782.21</b>	
	<b>Balance</b>	<b>\$90,418.56</b>	

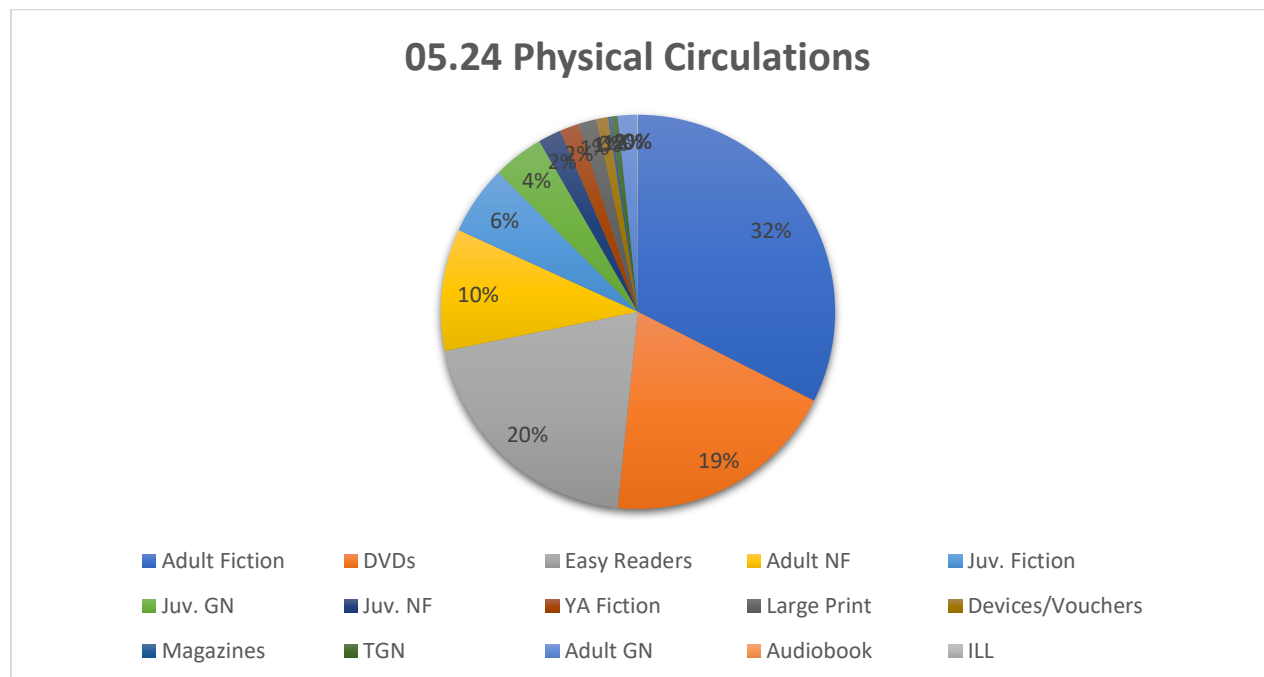
**Appendix B – May 2024 Librarian’s Report**

	MAY 2023	MAY 2024	Month % Change	YTD 2023	YTD 2024	Year % Change
<b>Total Patrons<sup>1</sup></b>	3736	<b>3110</b>	-16.8	3736	<b>3110 (855)</b>	-16.8
<b>New Patrons</b>	11	<b>12</b>	+9.1	51	<b>86</b>	+68.6
<b>Visits</b>	955	<b>1828</b>	+91.4	6235	<b>9790</b>	+57.0
<b>Circulation</b>	955	<b>1270</b>	+33.0	4594	<b>6491</b>	+41.3
Interlibrary	226	<b>244</b>	+8.0	1120	<b>1475</b>	+31.7
<b>Programs</b>						
Programs	19	<b>51</b>	+168.4	88	<b>242</b>	+175
Attendees	327	<b>683</b>	+108.9	1082	<b>1497</b>	+38.4
<b>Digital</b>						
Computer sessions	114	<b>96</b>	-15.8	542	<b>590</b>	+8.9
Wifi Sessions	1659	<b>1813</b>	+9.3	6718	<b>7507</b>	+11.7
Web views <sup>2</sup>	1024	<b>1323</b>	+29.2	5256	<b>8914</b>	+69.6
<b>E-Subscriptions</b>						
Overdrive/Libby	268	<b>409</b>	+52.6	1029	<b>2209</b>	+114.7
Kanopy <sup>3</sup>	-	<b>50</b>	-	-	<b>120</b>	-
Blackstone <sup>3</sup>	-	<b>2</b>	-	-	<b>36</b>	-
Comics Plus	-	<b>1</b>	-	-	<b>1</b>	-
Gale logins	8	<b>2</b>	-75	11	<b>53</b>	+381.8
Niche logins	5	<b>3</b>	-40	20	<b>7</b>	-65
<b>Volunteer Hours<sup>3</sup></b>	-	<b>30</b>	-	-	<b>148.25</b>	-

<sup>1</sup> Accounts inactive for 7+ years were deleted in 2023; active Patrons in brackets (borrowed a physical item in the last three years).

<sup>2</sup> Web views include website page views and Facebook visits.

<sup>3</sup> New or previously not reported.



## Appendix C – May Bank Reconciliation

	Date	Source	Detail	Debit	Credit	Revenue	Revenue Type	GST
<b>May</b>	Bank starting balance			\$ 20,105.59				
-	1-May-24	22	BC Coop - KNOW BC 2024	-	36.50			1.74
-	1-May-24		Cash deposit	207.95	-	207.95	Misc	
-	1-May-24		Cheque deposit	25.00	-	25.00	Fines	
-	1-May-24		Cheque deposit	20.00	-	20.00	Fines	
-	3-May-24	31	Jim Burck - conference	-	1,075.79			
-	3-May-24		Law Matters grant	1,000.00	-	1,000.00	Law Society	
-	4-May-24	32	Valerie Crowley - conference	-	250.25			
-	8-May-24	33	Jacqueline Soles - conference	-	2,301.37			
-	9-May-24	29	ULS	-	367.84			17.52
-	10-May-24		MasterCard payment	-	2,907.31			
-	14-May-24	35	Jenny Vogelsang	-	529.00			
-	18-May-24	34	Imperative Recycling	-	51.19			2.44
-	22-May-24	30	Wendy Lintunen	-	1,208.87			
-	22-May-24	37	Beswick Hildebrandt Lund	-	2,478.00			
-	23-May-24	36	Midway Purnel	-	120.34			5.37
-	23-May-24		MasterCard payment	-	2,774.23			
-	23-May-24		GIC redemption	23,382.68	-	23,382.68		
-	24-May-24	38	HUB Insurance (Director)	-	1,538.00			
-	29-May-24	40	Crowley, nasal narcan	-	110.58			
-	31-May-24		MasterCard payment	-	3,695.00			
-	31-May-24		TELPAY 002	4,184.25	-	4,184.25	Regional District	
-	31-May-24		Bank fee	-	2.00			
-				-	-			
				28,819.88	19,446.27	28,819.88		25.33
<b>Jun</b>	Bank starting balance			\$ 29,479.20				

**Appendix C (cont.) – May MasterCard Reconciliation**

	Date	Source	Detail	Debit (payments)	Credit (charges)	GST
<b>May</b>	Mastercard starting balance				1,727.45	
-	22-Apr-24	Amazon	Book	-	13.64	0.65
-	23-Apr-24	Amazon	Refund	0.01	-	
-	24-Apr-24	Indigo	Books (Law Matters)	-	59.79	2.85
-	24-Apr-24	Indigo	Books (Law Matters)	-	340.53	16.22
-	24-Apr-24	Amazon	Books (Law Matters)	-	246.62	11.75
-	24-Apr-24	Amazon	Book	-	26.20	1.25
-	25-Apr-24	Amazon	Books (Law Matters)	-	124.41	5.92
-	29-Apr-24	Amazon	Books (Law Matters)	-	34.60	1.65
-	30-Apr-24	Courtyard Marriott	NCLF AGM and conference	-	334.08	14.40
-	6-May-24	Cinema 1	DVDs	-	254.13	11.35
-	6-May-24	Amazon	DVD cases - six disc	-	67.95	
-	6-May-24	Avast	Annual subscription	-	179.19	8.00
-	7-May-24	Amazon	DVD cases - three disc	-	29.75	
-	7-May-24	Amazon	DVD replacement	-	15.99	
-	7-May-24	Nat Geo Kids	Kids magazine	-	56.17	
-	8-May-24	Amazon	DVD cases - four disc	-	80.53	3.60
-	7-May-24	Zoom		-	46.41	2.07
-	8-May-24	Indigo	Books	-	14.69	0.70
-	9-May-24	Amazon	Frame corner guards	-	25.09	
-	9-May-24	Amazon	Books (Emerg. Prep.)	-	50.34	2.40
-	9-May-24	Amazon	Books (Emerg. Prep.)	-	25.19	1.20
-	9-May-24	Amazon	DVD	-	33.58	1.50
-	9-May-24	Amazon	DVD	-	24.63	1.10
-	9-May-24	Amazon	DVD	-	40.31	1.80
-	9-May-24	Amazon	Office supplies	-	81.47	3.64
-	10-May-24	Amazon	DVD replacement	-	19.59	
-	10-May-24	Payment		2,907.31	-	
-	11-May-24	Amazon	Cleaning supplies	-	12.31	0.55
-	12-May-24	Indigo	Book (Law Matters)	-	24.14	1.15
-	12-May-24	Indigo	Book (Law Matters)	-	11.50	0.55
-	13-May-24	Amazon	DVD	-	28.77	1.28
-	13-May-24	Amazon	DVD	-	19.86	0.89
-	13-May-24	Amazon	Book (Emerg. Prep.)	-	26.24	1.25
-	13-May-24	Amazon	Book (Law Matters)	-	38.80	1.85
-	14-May-24	Amazon	Prime membership	-	11.19	0.50
-	15-May-24	Amazon	DVD refund	2.95	-	
-	16-May-24	Indigo	Book	-	8.39	0.40
-	16-May-24	Indigo	Book	-	30.40	1.45
-	16-May-24	Indigo	Books	-	86.25	4.11
-	16-May-24	Amazon	Book and tape	-	48.70	2.25
-	16-May-24	Indigo	Books	-	1,162.10	55.34
-	17-May-24	Amazon	Office supplies	-	168.38	7.52
-	17-May-24	Amazon	DVD	-	31.35	1.40
-	22-May-24	Amazon	SRC kits	-	22.39	1.00
-	8-May-24	International	Transaction fee (Nat Geo)	-	1.40	
-				-	-	
				<b>2,910.27</b>	<b>3,957.05</b>	<b>173.54</b>
<b>Jun</b>	Mastercard starting balance				2,774.23	

# Appendix D – District 2024 Q1 Variance Report

Report: M:\live\gl\lirptbux.p  
 Version:010002-L58.80.04  
 User ID: sclarke

DISTRICT OF FORT ST. JAMES  
**ACTUALS AND BUDGET COMPARISON WITHOUT ENCUMBRANCE - LIBRARY - RW**  
 For All Revenue, Expense, Accounts - Zero Balance Accounts NOT Included

Date: 15/05/2024  
 Time: 13:13:42

Account	Description	PROVISIONAL		Actuals 2024 (Prd 01-03) Norma01/01/24 - 31/03/24	Percent of Variance
		2024 (Prd 01-03)	2024 (Prd 01-03)		
<b>Project 305: Administrative Functions</b>					
10-50-305-1000	WAGES HEAD LIBRARIAN	80,340.00	20,064.78	75.03-	
10-50-305-1001	WAGES ASSISTANT LIBRARIAN	57,876.00	14,469.00	75.00-	
10-50-305-1002	WAGES OTHER	27,242.00	13,289.99	51.22-	
10-50-305-1003	CALP COORDINATOR	0.00	3,975.72	0.00	
10-50-305-1006	WAGES CASUAL LABOUR	25,002.00	1,644.32	93.42-	
10-50-305-1110	EDUCATION AND TRAVEL	6,000.00	535.00	91.08-	
10-50-305-2600	CPP/EI/MPP/HEALTH/WCB	55,000.00	13,222.44	75.96-	
	NET Project 305: Administrative Functions:	251,460.00	67,201.25	73.28-	
<b>Project 310: Office Costs</b>					
10-50-310-1060	ADVERTISING - LIBRARY	365.00	0.00	100.00-	
10-50-310-1150	OFFICE SUPPLIES	3,344.00	899.02	73.12-	
10-50-310-1170	LIBRARY TELEPHONE AND MODEM	4,459.00	815.15	81.72-	
10-50-310-1210	LIBRARY OFFICE EQUIP MAINTENANCE	1,115.00	0.00	100.00-	
	NET Project 310: Office Costs:	9,283.00	1,714.17	81.53-	
<b>Project 330: Structures, Halls &amp; Grounds</b>					
10-50-330-1087	LIBRARY BUILDING INSURANCE	5,630.00	1,407.51	75.00-	
10-50-330-1275	LIBRARY BUILDING MAINTENANCE	5,254.00	695.75	86.76-	
10-50-330-1280	BC HYDRO COSTS	8,500.00	4,706.67	44.63-	
10-50-330-1305	JANITORIAL/ALARM SYSTEM - LIBRARY	14,100.00	3,490.43	75.25-	
	NET Project 330: Structures, Halls & Grounds:	33,484.00	10,300.36	69.24-	
	Report Totals:	294,227.00	79,215.78	73.08-	

\*\*\* End of Report \*\*\*



## Appendix E – BC Library Conference and BCLTA AGM report

### 2024 BC Library Conference

Vancouver, April 24-25, 2024

I really appreciated the opportunity to attend this conference. This experience cemented my understanding that libraries are so much more than books. My knowledge of the *Library World* was very limited when I joined the Fort St. James Public Library Board; my perspective was as a book nerd. I was unaware of the variety of programs, services, and supports that our library offers.

This conference built on that and confirmed that libraries are not passive organizations; libraries actively engage in their communities, and they work to support the diverse needs of the communities they serve. Presentations at the Conference demonstrated that public libraries in BC go far beyond the basic needs of book nerds; they encourage and support literacy, they provide outreach and support for underserved people, they can assist in a community's journey on the path of reconciliation, and they are a physical space that welcomes all segments of the community.

Jacqueline and I also attended the BCLTA AGM. Val joined as an online guest to accept the BCLTA Trustee Excellence Award on behalf of Elizabeth Hoy. Val paid a wonderful tribute to Elizabeth, citing her long service and contribution to our library.

There were 42 vender kiosks at the conference. Jacqueline and I attempted to visit them all; I am still sorting through the various brochures, business cards, and conversations so that I can pass along some nuggets (gold/coal?) to Val.

The following is a summary of the presentations that I attended:

- **DiversAbility: How to create programming that is inclusive to all patrons?** Amy Marchal (Infant Development and Community Outreach Consultant, Aspire Richmond) and Ginny Dunhill (Community Services Librarian – Children, Teens, and Families, Richmond Public Library)

Aspire and Richmond Library partnered with the goal of “supporting community members with developmental disabilities. Beginning with a consultation on the needs of the community, the partnership endeavoured to support children who are neurodiverse... [the team] created multiple successful, long-term programs and services that support both neurodiverse and neurotypical library visitors at the same time.”

They provided excellent examples of inclusive programs. However, my biggest take away was how they responded to program attempts that did not work; their examples demonstrated an ability to understand what was not working, to customize their approach to the client needs, and to have to courage and the support of management to try new things.

- **Introduction to systemic discrimination: An educational session from BC's Office of the Human Rights Commissioner** Barb Ryeburn (Education Advisor, B.C.'s Office of the Human Rights Commissioner)

Barb spoke of the need to know what systemic discrimination is, and to be able to identify the key elements. She provided several examples of people who have suffered systemic discrimination in BC. Quite often, the cause is not malicious or obvious, and that systemic discrimination is often woven into the standard operating procedures of businesses and agencies.

She referenced the “I Love My Human Rights” video series, and the Hate to Hope program. These are available through B.C.'s Office of the Human Rights Commissioner.

## Appendix E – BC Library Conference and BCLTA AGM report (cont.)

- **Libraries and Citizens in the Age of Data: A Panel Discussion** Barbara Sobol (Technology Management Librarian, University of British Columbia), Fiona O'Connor (Senior Services Specialist, Digital Literacy Initiatives, Toronto Public Library), and Wendy Wong (Professor of Political Science, University of British Columbia)

The panel (one live and two on Zoom) discussed digital literacy, how our daily lives are increasingly becoming digital landscapes, and how libraries support citizens.

- **Library leadership: A candid discussion** Anthea Goffe (Executive Director, Coquitlam Public Library), Anton Dounts (Manager of Library Services, Cariboo Regional District Library), and Mikale Fenton (Library Director, Whistler Public Library)

All panel members are relatively new to their library leadership positions. They discussed the various challenges they have faced (from book challenges in Quesnel to the issues of supporting unhoused and vulnerable people).

They also shared their thoughts on how a Library Board can support the senior staff in their role. They were unanimous on the importance of roles: Boards are responsible for governance and Staff are responsible for operations. Mikale noted that her library is small and that her “Citizen Board” tries to slip into operational issues.

The panel encouraged Boards to access CALC funding to encourage and support library leadership.

- **Opening Day Keynote Speaker – Emily Drabinski** President, American Library Association

Emily spoke on the theme, “Libraries Do Good Work”. She used this four-word sentence, defining each word, to underscore her belief that libraries are valued institutions that are actively engaged in the broad communities they serve, and that they represent and support the values of our societies.

She used many examples (mostly American) of attacks on library programs, attempts to censor material, and personal online harassment to demonstrate that vested interests, from industry to fringe minority groups, can pose a threat to a library’s ability to support and represent its constituents. To Emily, these attacks are not only a call to defend the library as an institution, but they also underscore the immense value that our libraries have within our society.

- **Committing to Community Reconciliation at a Public Library** Amelia Boissoneau (Indigenous Services Coordinator, Surrey Libraries), Caroline Dick (Indigenous Coordinator, Salt Spring Island Public Library), and Karen Hudson (Library Director, Salt Spring Island Public Library)

Salt Spring Library shared several examples of embracing and highlighted indigenous culture. Examples included murals, space to meet, programs designed around the indigenous populations, making land acknowledgements meaningful, creating an Indigenous Section for books.

Karen Hudson advocated for hiring indigenous staff. She stated that hiring Caroline has helped their library move indigenous relations forward; it sends a strong message to community and staff, and is welcoming to the indigenous population. She noted that this position was initially funded through an Enhancement Grant.

The Surrey Library has been actively decolonizing their collections and has created an Indigenous Section. Amelia advocated for setting aside a space for an Indigenous Board Member.

Salt Spring noted that of the 94 Calls to Action, libraries are only mentioned once. They went to the CLA and used their recommended actions to help build their strategic plan.

## Appendix E – BC Library Conference and BCLTA AGM report (cont.)

- **Know your rights: Making libraries healthy and safe for all** Colleen Nelson (Education Officer, BCGEU) and Tanya Boyd (Library Bargaining Council Chair/Lead Library Assistant, BCGEU/Fort St. John Public Library Association)

This panel was focused on workers’ rights within the library system. Library staff have an increasing breadth of responsibilities with a diverse clientele; the panel was encouraging members to know their rights, and to advocate for ways to improve the workplace.

A poll of the room indicated that I was the loan trustee; the room was mostly comprised of workers and a few management staff.

When I signed up for this session, I was hopeful that this talk would explore and discuss some of the practical challenges and solutions that libraries are experiencing.

- **Surrey Street SMART: An integrative and collaborative approach to support marginalized community members** David Kerr (Manager, Community Connections, Surrey Libraries), Talia Ahmad (Senior Policy and Program Lead, City of Surrey), and Tanya Thiessen (Mobile Library Coordinator, Surrey Libraries)

Surrey employed a Pandemic Response Package, a suite of 6 interlinked programs to support marginalized and under-served citizens. Much of the presentation focused on one of these programs, *Street Smart*. The program supported hiring Outreach Workers; these were people with “lived experience”. The intent was to partner Bylaw Officers with outreach workers to shift from an enforcement model to a more trauma informed model. The pilot is ending, but the panel members are hoping for it to continue.

The library was used by officers while not on patrol. The goal was to assist people who sought various avenues of support. The library was targeted for this role because libraries are seen as a safe space. Libraries hold this as a unique status in communities.

- **Working Together - Library Board and Staff** Laura Vilness (Board Chair, Pender Island Public Library) and Karen Hudson (Library Director, Salt Spring Island Public Library)

Laura and Karen discussed 3 main themes:

1. The systems that support the “lifeworld of the organization”;
2. Collegiality – good communication and positive, professional relationships support a well-run library; and
3. Separation of Operations and Governance. This was similar theme that was discussed at the **Library leadership: A candid discussion** .

### **Closing Keynote Experience – Tsatsu Stalqayu (Coastal Wolf Pack)**

This was a multi-generational family group of 25 singers and dancers from various Coast Salish Communities. They shared a variety of dances, which interspersed with commentary, description, and humour from their leader. It was a very moving end to the conference.