

BCLTA Bulletin

You are receiving this Bulletin because you are either your library board chair or the chief librarian. BCLTA and your trustees rely on you to circulate the Bulletin to all of your trustees. Please forward it by email or print and include with your monthly board package correspondence. Thank you for your assistance in helping BCLTA serve all its members.

BCLTA President's Message

Hello everyone,

What a crazy summer this has been, with dramatic weather changes, fires and floods. It's hard to know whether to carry sunblock or an umbrella, bathing suit or gumboots. I guess, like Scouts, we need to Be Prepared.

And that applies to BCLTA right now as we **prepare** for various upcoming events.

We continue to be involved on the steering committee that is helping to **prepare** a refresh of the Provincial Vision for public libraries. We have almost-weekly phone conferences, and on July 20 will meet face to face for a detailed review of the draft vision. You should have received recent communication from the Libraries Branch about the process, and the next opportunity for broad input on the draft, later in July. Please participate – from the beach, if necessary!

We're also busy **preparing** for our major advocacy event of the year – the UBCM convention in Victoria at the end of September. Along with our partner associations, we'll have a booth in the Exhibitor Showcase and are preparing some great messaging and ways to engage the delegates about their libraries.

As well, we have requested a meeting with the Minister of Education, Mike Bernier, to discuss issues, tell success stories, and generally continue to build awareness of the value of public libraries. This is a meeting that we carefully **prepare** for, with our partners.

Right after the UBCM, the BCLTA will have its annual retreat and planning session in Vancouver. We're **preparing** a strong agenda for this gathering, to make sure we maximize the benefits of being together and have deeper conversation than is possible on the phone. Our goal is always to strengthen our organization so that we can be responsive and supportive to you, our members.

And after our retreat, well, then it's Library Month in October. Just never

JULY 2016

PRESIDENT'S
MESSAGE

EXECUTIVE
DIRECTOR'S
MESSAGE

TOP AND CHAIRING
THE BOARD

ANNUAL SURVEY

TRUSTEE LEARNING
AND DEVELOPMENT
FRAMEWORK

LINKING WITH YOUR
LIBRARY

REPORTS AND PLANS

BOARD DEVELOPMENT
RESOURCES

a dull moment!

Wishing you a restful summer,

Donna Macdonald
President, BCLTA

Executive Director's Message

Surveys and questions!

Have you noticed that everyone from the federal government to your local grocery store is asking you questions and wants your input? Your libraries do it, and we are doing it too. It's a tried and true method for beginning conversations, opening doors for greater participation, and building a shared understanding for decision making.

It is also demanding, at times boring (especially when there are no prizes!), and can have the unintended result of disengagement. Too often, we are left wondering if we were heard or if our responses informed anything.

You've heard it before, and you will read it again in this *Bulletin*, BCLTA is committed to hearing from and understanding its members. If you are survey and question weary, then let's find another way. If you want to know how your input is used, I will tell you (individually and in the resulting reports).

Your time, expertise, and perspectives are important. However connecting works for you, I will do my best to make it work for BCLTA.

Babs Kelly
execdir@bclta.ca



TOP and Chairing the Board

If you are looking to fill some summer hours with an orientation refresher or overview, don't forget to check out the TOP workbook and webinars available in the Member section of the website!

TOP webinar part 1 covers areas such as trustee responsibilities and governance versus management. Part 2 then continues the orientation with core board responsibilities such as external relations, oversight of the library, and establishing practices for board development.

To find out more about TOP training and to register, please visit bclta.ca/trustee-education. If you would like a TOP session in your area, please click on the "Request a Training Session" link and Jan, our Administrative Assistant, will respond to your questions and ensure that everything is in place for a successful session. A minimum of 10 participants is required for the session to proceed. It's affordable! It's



enjoyable! It's valuable!

Annual Survey

The Annual Survey will stay open throughout July.

We are short on the desired 100% response rate and need more data for a credible report.

Let me (Babs) know if you need help with completing this survey. As well, I will email library directors over the next couple of weeks to ask how I can help. We are also interested in any feedback on the purpose and value of the survey.

We think that the survey has value and that potential uses of the report include:

- Telling a story of public libraries that have strong governance and planning in place to meet the needs of their communities.
- Advocating for resources for equitable capacity building across the province.
- Developing planning materials for boards.

Please contact me, at execdir@bclta.ca with any questions about the survey or if you would like a word document of the survey questions.



Trustee Learning and Development Framework

This project needs you – your experience and opinions are important!

A very big thank you to all of those who filled out last month's survey and to those of you who have generously agreed to have an interview (chat!) with me. Your input makes the project real because without you, there is no project. As well, your input will make the difference between a framework that *I* think is pretty good, and framework that *you* think is pretty good. Let's build the one that you think is pretty good.

This month's quick survey is focused on TOP. This survey will take about 5 minutes and includes the option of leaving your contact information to participate in an interview or focus group. The survey can be found at <http://fluidsurveys.com/s/BCLTAJulyBulletin/>

If you don't want to fill out the survey, but you do want to chat with me, email me at execdir@bclta.ca.

What is this project?

Trustees have asked for greater support in their roles and in developing their boards. In response, and with project funding support from the Libraries Branch, the BCLTA is developing a Trustee Learning and



Development Framework. The purpose of the project is to build a province wide approach to learning and development opportunities for trustees. The results of this project will be improved access to trustee learning opportunities and an evidence-strengthened and outcomes-based delivery of TOP.

Over the next few months, trustees, library directors, federation staff, Libraries Branch staff, and partner organizations (BCLC, BCLA and ABCPLD) will all have the opportunity to contribute to the framework development through quick surveys, focus groups and one-on-one interviews. Stakeholder representatives, such as local government, will also have the opportunity to let us know what is important to them about trustee and board development and how they might support this development.

The final report is due in December 2016 and will be shared with the membership in early 2017.

Your questions and input into this project are very welcome! Don't wait for us to ask you, let me (Babs) know at execdir@bclta.ca if you have something to say about trustee learning and development.

Linking with your Library World

Seventeen projects funded in Northern and Western Canada - Library and Archives Canada announces \$1.5 million in funding to help local communities preserve Canada's documentary heritage

This is a great opportunity to reach out to archives and privately funded libraries in your community to say "congrats and tell us more about this!". Preserving documentary heritage is important to all of us. BC communities with funded projects include Port Coquitlam, Terrace, Smithers, Bella Bella, Oliver, Burnaby and Vancouver.

Find out more at [Library and Archive Canada](#).



Provincial Digital Library (PDL) Symposium May 10th report

This is such a great province-wide initiative and the public library sector has strong participation and leadership in the project.

More information regarding the PDL can be found [here](#).

The full report from the May 10th Symposium can be found [here](#). This excerpt from the report will inspire you to read more and share it!

Among all the aspirations identified for a BC PDL, participants prioritized the following:

1. Leverage government seed funding into a sustainable, diversified funding model which provides enough to sustain the project and to fund continued growth and development

2. Beautiful user experience

3. Local communities, contributing in ways that are meaningful to them

4. Self-sustaining relevant tool that can be used by everyone to increase understanding of BC's rich heritage and its present

5. Rational approach to sharing and harvesting metadata

6. Community provided content that represents the diversity of BC memories

Tumbler Ridge

It's so nice to be able to learn about the variety of public libraries across the province. Jerrilyn Schembri, one of the BCLTA Directors has sent this from her library – thank you Jerrilyn!

Tumbler Ridge Public Library is located in beautifully scenic northeast BC and serves about 2500. In 2015, the Library provided nearly 400 program hours to its clients! Since 2014, when the first of 3 mines closed, the Library has provided employment services including resume preparation and job searching. In October 2015, we added a daily After School Snack Program in response to concerns that some children were not eating enough due to the economic situation in TR. We continue to provide all traditional library services, including being a net lender for interlibrary loans. Storytime, PJ Storytime, Lapsit, Lego Club, Adult Book Club, Itchy Feet, Meditation and TD Summer Reading Club and our 11 public computers add to our appeal. Our board is actively involved in supporting the library activities.

Visit our Facebook [page](#) and our [website](#).





Vancouver Public Library

[VPL launches *This Vancouver* online](#)

From the June 27th news release, *Vancouver's library has launched the city's newest digital destination for local history, This Vancouver, an online home for preserving and sharing stories of our city, its events and its people.* [Read more...](#)

Reports and Plans

We all want to know what other library sector boards are up to and so each month we will bring you a few select links to board documents. BC is large, diverse, and has over 700 trustees – we have much to learn from each other!



Coquitlam Public Library

[Strategic Plan 2016-2018](#)

You might find their planning process on page 2 of interest and it is nicely laid out for your consideration!

Vanderhoof Public Library

[Strategic Plan 2015 – 2019](#)

This report is full of useful details from environmental context to the planning process. This would be of particular interest to similarly sized and resourced libraries.

Creston Valley Public Library

While exploring the board section of the library's website, I ran across the following:

Open Data

The Creston Valley Public Library Board of Trustees is committed to accountability and transparency in dealings with the public, supporting open data and open governance through strong planning, and effective measurement and clear reporting of outcomes for library programs and services.

Nice!

And they have posted two strategic plans, one is the public version and one is the administrative version. Now that's something different and worth peaking at!

[Strategic Plan 2016-2020 - Administrative Version](#)

[Strategic Plan 2016-2020 - Public Version](#)

Board Development Resources

We will regularly share a few resources to support your trustee and board development. For this month, given the amount of questions and surveys that have been sent your way, we will go with theme of questioning.



20 Questions Not-For-Profit Board Directors Should Ask About Overseeing Management of Risk

This downloadable booklet from the Chartered Professional Accountants of Canada is a great resource for that critical board responsibility of overseeing risk, assessment of risk, and establishing risk policies. It includes:

- how the board can prepare itself to oversee risk and establish risk policies
- what the board should expect from staff in terms of assessing risks and developing risk strategies
- what information you should expect to get from staff on risk performance and what they've learned from crises
- how the board should measure its own effectiveness in overseeing risk management.

Free downloadable copy available at the CPA [website](#).

10 Good Questions Board Members Should Ask

[Joan Garry Consulting](#)

This one is a quick read (10, not 20 questions) and focuses in on how questions are asked. We all know that the "how" can make all the difference to the response.

Joan Garry writes, *Board members are ambassadors. Every question should be asked in the tone and spirit of someone who is deeply*

committed to the mission. And the CEO / senior staff should feel that.

7 Questions That Make You the Smartest Person in The Meeting

And now we are down to 7 questions!

This post takes a bit of patience to get to as *Forbes* wants you to notice the ads first. But it is worth the few clicks. The end quote is spot on; *Questions are powerful things. Thomas Berger may have summarized that power best when he said, "The art and science of asking questions is the source of all knowledge."*

Final Words and Thank you

Pulling together this monthly Bulletin provides me with an opportunity to feel like I'm reaching out to all of you, and I hope that I am. Connecting BCLTA with trustees is critical to the association fulfilling its mission and being of value to you. Perhaps you have some ideas about how we can connect differently, or better? Please be in touch and inform the association of what is working and what can be strengthened.

Miigwetch,

Babs Kelly
execdir@bclta.ca

If you have feedback about this Bulletin or would like to contribute an item to the Around BC news, please contact us at bulletin@bclta.ca.



BCLTA Bulletin



You are receiving this Bulletin because you are either your library board chair or the chief librarian. BCLTA and your trustees rely on you to circulate the Bulletin to all of your trustees. Please forward it by email or print and include with your monthly board package correspondence. Thank you for your assistance in helping BCLTA serve all its members.

BCLTA President's Message

Hello, everyone!

Well, it seems that summer has ended, although I'm still holding out hope for a return of warmth and sunshine. The rain here has been good, but more sun please!

Since the last Bulletin sent in early July, your BCLTA board and staff have been working hard. No extended summer holidays for us! One priority has been preparing for the UBCM Convention, where we'll share a booth in the Exhibitor Showcase with our library partners. This is a downsized trade show format, and UBCM says we will "join an exclusive group of exhibitors and share your ideas face-to-face with local government influencers and decision-makers." Sounds good!

As well, we will meet with the Minister of Education, and other ministry personnel. I think our presentation will be very impactful, as we've had some great minds from our library partners busy developing it. As always, we will reiterate and demonstrate our conviction that public libraries have significant strategic value for the provincial government, as well as for our communities!

Immediately following UBCM, the BCLTA board will meet for its annual planning session. We tend to call it a 'retreat' but someone suggested we should re-frame it as an 'advance.' Because that's our direction! We have an excellent facilitator and your board is going to work hard, and come away stronger and more focused for our work on your behalf.

We continue, through board working groups, to do internal work like a board development plan, a plan to review our constitution, bylaws and policies, and a communications strategy. It's not the most glamorous work, but it's essential if we are to remain a vibrant and effective organization.

Barb Kelly, working as an independent contractor, is making splendid progress on the Trustee Learning & Development project. She's learning so much about the trustee world, both in BC and across the country. I'm

SEPTEMBER 2016

PRESIDENT'S
MESSAGE

YOUR LIBRARIES AND
YOUR STORIES

TOP AND CHAIRING
THE BOARD

JOIN THE 2017
CONFERENCE
ADVISORY COMMITTEE

ANNUAL SURVEY

TRUSTEE LEARNING
AND DEVELOPMENT
FRAMEWORK

TOP AND CHAIRING THE
BOARD

LINKING WITH YOUR
LIBRARY WORLD

REPORTS AND PLANS

BOARD DEVELOPMENT
RESOURCES

rather jealous, but I know she'll be sharing her learning with the Board, the Libraries Branch, and with you.

And, of course, we have continued in our consultation role in the renewal of the provincial strategic plan for libraries. This is nearing the finish line, and we're all anxious to see it in a more final form.

Finally, as you'll read below, we're beginning to plan for our conference next year in Vancouver. We'd love to have some of you join our planning committee. After all, it's going to be BCLTA's 40th birthday! See below for more details.

Oh, one more thing. At our recent meeting, the BCLTA board voted to join the CFLA (Canadian Federation of Library Associations). We think it's important that the voice of BC trustees be heard in this new national organization, and that we support their efforts to complete their transition as a new entity.

Thank you for making time to read our Bulletin, and for participating with us as you can. And, for ensuring quality library service in your communities.

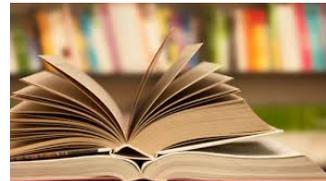
Best wishes,

Donna Macdonald
President, BCLTA

Your Libraries and Your Stories

We want to hear from you! Send us stories about your board and your library to Babs at execdire@bclta.ca

This month we have submissions from BCLTA Directors Kyla Epstein (Vancouver Public Library Trustee) and Manjit Kang (Gibsons & District Public Library Trustee).



Vancouver Public Library

VPL's new Sun Life Musical Instrument Lending Library launched on June 7th. Within two days of the launch, all of the 100 instruments in the collection were signed out with holds lists. The Library also launched a musical instrument donation drive at the same time and has now received over 100 donated instruments. Given the popularity of the collection and the generosity of the community in donating instruments, it would be feasible for smaller libraries to launch a smaller collection of 10-20 donated instruments and make a difference in music accessibility. VPL staff would be pleased to connect with any library in BC considering such a collection to share experiences and materials.



Gibsons & District Public Library

On August 27th the Gibsons & District Public Library re-opened after a two-week closure to complete a space reconfiguration project. Planning for the project began in 2014 when the Library board commissioned a facilities study. As the Library continues to evolve, offering both traditional services and new programs, learning opportunities and digital resources, the study explored ways to optimize the efficiency of the existing building to accommodate these changes

The project consists of three phases. The first phase focused on operational changes and the second phase included repurposing the Library foyer into a Teen Area and opening up more flexible work space to better accommodate presentations, workshops and group use. The second phase changes took place during the Library closure in August and are now complete. The third phase focuses on updating the children's area and replacing furniture in the Library and is planned for winter 2016/17. The goal of each phase is to optimize and adapt the existing layout to the changing needs of the community while maintaining the welcoming atmosphere of the Library so valued by its members.

The project was funded with a Library capital fund reserve, a donation from the Library Foundation and grants from local government and community agencies. To help complete phase three, the Library is

participating in a community crowdsourcing project. Similar to other crowdsourcing platforms community members will be able to contribute to the Library project and other community projects through a shared community crowdsourcing platform.

As the final touches were being completed on August 27th members lined up outside the Library doors excited to view the changes. Since that day, feedback has been overwhelmingly positive and though the changes didn't include expanding the existing Library footprint, many people comment on how much larger and spacious the Library now feels.

After the dust settles from the renovations and staff and volunteers get accustomed to the new space a re-opening celebration is planned to thank funders, and recognize the hard work of volunteers and staff who all came together to make the project a success. Thank you!





Join the 2017 Conference Planning Advisory Committee

We are looking for trustees to be part of a conference planning advisory committee. This is your opportunity to take part in developing the theme, sessions, and the over-all experience of the conference.

And to add a little extra awesomeness to the 2017 conference, it will also be a celebration of BCLTA's 40th anniversary!

Here are a few details about the committee:

- Duration will be October through May
- There will be one meeting each month by teleconference
- Meetings will be in the evening (most likely lasting one hour and never running past 9pm)
- There will be some emails
- You will be providing advisement to the BCLTA board on what makes a fabulous reception and conference – you are idea people, no arranging catering or doing clean up!
- The BCLTA ED will take care of coordinating meetings, note taking, and the general carrying out of details and tasks.

It would be ideal to have representation on the committee from across the province, from various sized communities, and from the different types of library boards.



The 2017 BCLTA Conference will take place April 21st (evening reception) and April 22nd (full day conference) in downtown Vancouver at the [Pinnacle Hotel Harbourfront](#). The BCLA conference will be at the same hotel from April 19th through to the 21st and we extend a big thank you to our friends at BCLA for all their help with booking the venue.

If you are interested in joining the committee please email Babs at execdir@bclta.ca

Annual Survey

We still need more responses before we close the Annual Survey on September 14th and begin work on the report.

Whether you have already filled out the survey, or not, we want to hear from you with any questions or feedback regarding its design or purpose.

The BCLTA Board believes that the survey has value and that potential uses of the report include:

- Telling a story of public libraries that have strong governance and planning in place to meet the needs of their communities.
- Advocating for resources for equitable capacity building across the province.
- Developing planning materials for boards.

Please contact Babs at execdir@bclta.ca with any questions or comments about the survey.



Trustee Learning and Development Framework

Thank you!

I (Babs) have had the amazing experience of nearly 50 hours of interviews (good conversations!) that are informing the direction and recommendations of this project. It's worth repeating what I said in July about your input; it will make the difference between a framework that *I* think is pretty good, and a framework that *you* think is pretty good. With your interest and support, I think we are on the path to pretty good.

This month's quick survey is one question – that's right just one quick question. So quick, here it is:



What makes you feel pride in yourself as a trustee and/or your board?

Answer at

<http://fluidsurveys.com/s/BCLTASeptemberBulletin/>

The project will wrap up in December and a report will be shared with the membership in early 2017. Email me at execdir@bclta.ca if you would like to set up a time to chat about this project.

TOP and Chairing the Board

Find out more about upcoming TOP sessions, such as October 29th in Fort St. James, in the Trustee's Education section of the website at bclta.ca.

If you would like a TOP session in your area, please click on the "Request a Training Session" link and Jan, BCLTA's Administrative Assistant, will respond to your questions and ensure that everything is in place for a successful session. A minimum of 10 participants is required for the session to proceed.

We also provide easy access to the TOP workbook and webinars in the Member section of the website.

TOP webinar part 1 covers areas such as trustee responsibilities and governance versus management. Part 2 then continues the orientation with core board responsibilities such as external relations, oversight of the library, and establishing practices for board development.



Linking with your Library World

Ontario Library Board Association

The OLBA has been working on a [Leadership by Design](#) program that is worth a quick peak.

CFLA / FCAB

Congratulations to the CFLA for going live with their website in August!

[Canadian Federation of Library Associations](#)

From the website

We are the national voice of Canada's library associations. Our purpose is to:

- *advance library excellence in Canada;*
- *champion library values and the value of libraries; and*
- *influence national and international public policy impacting*



libraries and their communities.

Summer Reading Club

[summertime and the readin' is easy...](#)

In this very readable piece from September 6, 2016, Jacqueline van Dyk (Library Director at North Vancouver District Public Library) shares some number crunching and SRC background. Some good stuff here for when your local MLA or councillor says, "hey, what about that summer reading club?"

Reports and Plans

We all want to know what other library sector boards are up to and so each month we will bring you a few select links to board documents. BC is large, diverse, and has over 700 trustees – we have much to learn from each other!



Public Library InterLINK Strategic Plan, 2016 – 2019

Here's a nice bit from the Executive Summary that speaks to commitment and mission.

While public libraries remain a fundamental community institution, profound changes in the way those communities interact with their libraries make it imperative for Public Library InterLINK to regularly revisit the manner in which we support the work of those member libraries. InterLINK must continually evolve to ensure its relevancy and that it continues to best serve the needs of our unique communities. InterLINK provides leadership and encourages innovation by providing a forum for member libraries to share local successes and expertise as well as providing a conduit to developments in the broader library community both in BC and in other jurisdictions.

Vancouver Island Regional Library 2016 - 2020 Financial Plan, Meeting Our Service Standards

This plan, adopted September 19, 2015 by the Vancouver Island Regional Library Board of Trustees, uses a business case approach for funding proposals. There are three unique business cases, each well documented for boards interested in this approach.

Prince George Public Library, Strategic Plan 2016 – 2020

The Board, along with staff, is mentioned in the plan for having responsibility to "communicate and celebrate the library's achievements and impacts". Trustees hard at work!

Board Development Resources

As we excitedly look forward to being part of the UBCM Exhibitor Showcase (Victoria, September 27th through the 29th) with our partners, ABCPLD, BCLC and BCLA, perhaps some resources on engagement, networking, and influencing would be beneficial for all of us!



Collective Impact

[Tamarack Institute](#)

If you haven't already been to a meeting where collective impact is being discussed, you will soon. This is engagement, networking, and influencing at its best – collaboration that genuinely makes a difference. [Read more or watch the video](#) about what it takes to build alignment with results.

Advocacy

[Public Library Advocacy: An Evidence-Based Perspective on Sustainable Funding](#)

- *Public Libraries Online*, September 14, 2015
- Cheryl Stenstrom and Ken Haycock

A very encouraging article with interesting insight on credibility, positive experiences, and influence.

Storytelling

Telling the library's story is a powerful and proven method for engaging and influencing. Here are a few resources to inspire you.

[7 Crucial Storytelling Tips to Improve Your Fundraising](#) (video!)

[From Impact to Story. How to Explain Your Organization's Real Impact Through a Story](#)

[How to Tell Stories that Influence People and Inspire Action](#) (IDEO)

[Use Storytelling to Explain Your Company's Purpose](#) (HBR)

Final Words and Thank you

You may have noticed that we changed things up, just a little, with this issue of the *Bulletin*. We want to highlight your stories, while still keeping you informed about BCLTA and providing you with a few resources to support your work. And most importantly, we want to figure out how to best connect with you. The *Bulletin* is one way, but it is a little ... well, one way.

Let us know how we can better connect with you. You can find us on FB at <http://tinyurl.com/zzn9dk6> and on Twitter. We also visit and have



discussions! Whenever possible the BCLTA Directors enjoy meeting with trustees and I am always keen to hear from you (you may have noticed how often my email address appears in the *Bulletin*).

Your time, expertise, and perspectives are important. However connecting works for you, I will do my best to make it work for BCLTA.

Miigwetch,

Babs Kelly

execdir@bclta.ca

If you have feedback about this Bulletin or would like to contribute an item to the Around BC news, please contact us at bulletin@bclta.ca.