

## Public Libraries Interest Group (PLIG) Meeting Minutes

Thursday, February 14, 2019 | 9:00AM | néça?mat ct Strathcona branch, Vancouver Public Library, Nellie Yip Quong Room, Vancouver, B.C.

**Present:** Heidi Schiller, VPL (Co-Chair); Gillian Guilmant-Smith, VPL (Co-Chair); William Derume, VPL (Communications Officer/Langara Rep) ; Kaya Fraser, WVML, Liz Hunter, NWPL; Danielle LaFrance, VPL | Via *Google Hangouts*: Nick Ubels, VPL/ UBC Exchange; Balbir Gill, FVRL

**Recorder:** Vicky Woo, VPL (Recording Secretary)

**Regrets:** Sara Ellis; Marisa Tutt; Gil Bass

**Meeting begins at 9:08 AM**

**Meeting Agenda** - Approved by group

### Welcome and Introductions

We welcome Liz Hunter, librarian and Supervisor of Childrens and Teens Services of New Westminster Public Library, Danielle LaFrance, Community Librarian at néça?mat ct Strathcona branch of the Vancouver Public Library.

### Debrief of Journal Club #2 - provided via email from Gil Bass:

Journal Club Update Journal Club #2: PLIG/CLIG (Community-Led Interest Group) Readings by [Pateman](#) (2016) and [Schulman](#) (2016)

Attendance: 15

- New crowd (unique and separate audience). Only two repeat attendees from session 1 (coordinators excluded).
- Attendees were from a wide range of libraries and roles.
- Anticipate fluctuations in attendance depending on topic, time of year, etc.
- Held at Sara's condo (party room). Coordinators brought snacks.
- Difficulty finding casual/informal (i.e., non-library/non-work related) space at low or no cost. May need to reconsider holding in library setting due to cost, availability, etc.
- Discussion (again) came from fact that there is a lack of open-access LIS literature on topics selected. Attendees (again) were critical of readings but pleased with event and discussion.
- Great discussion about service design, community engagement, and the "who" in service delivery.
- Request from Multicultural Interest Group to hold JC in Spring 2019. Would like to return to 4 x year/cycle JC plan (co-led with interest groups).
- Feedback indicates interest in attending a JC every 2 to 3 months.

- Current moderators are interested in closing one year or cycle of sessions with an article about the process of setting up the club and the benefits and challenges we encountered.

### **BCLA Conference**

Sponsored by PLIG, Heidi's proposal to the BCLA was accepted; here is the title, description, and speaker bios:

Labs for Libraries: social innovation for designing our future

The City of Vancouver's public sector innovation lab, called the Solutions Lab, began in January 2017 as a way to grow collaborative leadership through the City's Healthy City Strategy. The lab is focused on experimentation and learning to develop, test, and scale social innovations that contribute to a healthy and green city by:

- Shifting organizational culture
- Building innovation infrastructure
- Unlocking the potential of people
- Growing authentic partnerships
- Telling stories of change

Sponsored by the Public Libraries Interest Group, this session will delve into the landscape of social innovation labs by telling the story of the Solutions Lab, exploring social innovation practices and methodologies, and brainstorming how they might be applied to a library context.

Lindsay Cole is currently leading the creation of the Solutions Lab at the City of Vancouver – a place where breakthrough, transformative solutions to some of the city's most complex problems are being sought. She's worked on a variety of projects with the City, including leading the planning and public engagement process for the award-winning Greenest City Action Plan. Prior to joining the City, Lindsay co-founded and co-directed Sustainability Solutions Group, a workers cooperative consulting company doing climate change and sustainability work. Lindsay is also an economic development volunteer, PhD student, and the parent of an incredible 10 year old.

Lisa Gibson is a consultant with over 20 years' experience in local and international community engagement, social innovation, planning and social justice work. With experience from Canada to Nepal to Nigeria, she brings a wealth of insight about how to dive into the heart of complex social and sustainability issues to embed systemic change, transform belief systems, and construct alliances across diversity. Lisa's work focuses on a range of issues, including belonging and resiliency, sex work policy and practice, homelessness prevention and diversity education. She co-created and is an instructor in Simon Fraser University's Certificate in Social Innovation.

Heidi Schiller is the Assistant Director of Public Service at the Burnaby Public Library. She first learned about social innovation labs as the Head of Vancouver Public Library's Collingwood

Branch, where she participated in one of the City of Vancouver's Solutions Labs focused on building Resiliency and Community Connections. Intrigued, she joined the City's Solutions Lab Community of Practice and began learning about social innovation and its applications in a public library setting. Before becoming a librarian, Heidi worked as a print news reporter and health educator in Bellingham, Washington.

### **Leading from all Positions Meetup**

Gillian and Vicky are still working on the meetup; the new date for it is **Tuesday March 12**, from 2:30-5:00 at Surrey City Center Library. Poster and email will be sent next week.

### **Roundtable**

#### *Gillian*

Led a design thinking workshop for Patron Experience supervisors at VPL. Gillian worked with a small working group to come up with scenarios ("problem statements") and personas (fictional staff members). The objective of the exercise was for teams to consider the problem statement from the perspective of the persona, and brainstorm creative methods for addressing the concerns.

#### *Liz*

Working on getting a partnership with between Nurse Family Partnership with the New Westminster library.

#### *Kaya*

Is celebrating the one year anniversary of West Van Memorial's learning lab. Kaya also got a little bit of fame through West Van Library program on teaching folks how to get off Facebook. See article and photo of Kaya here. And, has been following Lifeoflibrarian Instagram account - every week a different librarian takes over the instagram account and posts about their daily work.

#### *Heidi*

Enjoying her new role at Burnaby Public Library as the Assistant Director. And will be joining the committee to organize the Festival of Learning, an annual event hosted by the City of Burnaby in partnership with other organizations, to promote fun and exciting learning opportunities.

#### *Nick*

Nick recently started working at the UBC Exchange, and it's been great learning how to develop programming base on what the community needs.

#### *Balbir*

Fraser Valley Regional Library is offering Virtual Reality Programming.

#### *Will*

Finish Lib Tech program from Langara in April. Will is also working for Emily Carr University library, and some of the interesting things they lend out at the circulation desk includes a bike pump, patch kit, and multitool.

**Next Meeting:** Thursday, March 14, 2019, 7:00-8:30 PM. Location: Surrey City Centre Library, Room 120, 10350 University Drive, Surrey