

Community Advisory Group Minutes

January 25, 2024 | 6:30 – 8:00 pm

Present: Andrea, Doreen, Francesca, Luis, Manjeet, Natalia, Ramesh, Sahar, Tina, Viann, Aman, Kathy, Ryan

Regrets: Valerie

Chair: Tina

I. Call to order: 6:32 pm

II. Land Acknowledgement

III. Adoption of Agenda

III. New Year greeting – what are you reading?

IV. Approval of Minutes from the last meeting

- Andrea & Natalia approve

V. Feedback - Ryan about Library and members about any events they have recently participated in Dec/early Jan

- Ryan
 - CPL has lots of other libraries beat when it comes to diverse programming
 - Discovery Lab and Library Lounge opened
 - Collections team – new selections process for books in other languages
 - Tuesday/Wednesday nights – Progressive have come in to talk to the homeless people that are in the library
 - Automatic renewals implemented
 - Rebranding the Library
 - Programming update
- CAG
 - Lounge
 - Like the space, furniture – not comfortable, would want lower tables
 - Program in other languages
 - Great to see but want Portuguese
 - Program – name, date, time, location – create list

VI. Guest speaker - Kathy (Manager of Customer Experiences)

- Hopefully get a new delivery van, old van is really old
- Discovery lab
 - New programs for seniors to help with tech on Saturday mornings – starting Feb

- New HR system
- New sorter system at City Centre
- Entry doors on opening on Pinetree
- Hoping to get CAG involved in a “secret shopper” model, the library wants to know how we are doing
 - 2 or 3 times a year

VII. Events coming up to participate in Feb/March

- a. Blood Drive
- b. Book Bus Relaunch: Feb 6 - 3pm to 5pm @ Poirer Branch
- c. Highlighted activities in chart (See attachment in email)

VIII. Feedback from members on application process and how to move forward

- a. what is the current process
 - b. what should be revised
 - c. info that should be included on application form
 - d. formation of a sub group to take on the responsibility of making revisions and report back to the next meeting.
- Streamline reference process – only 2 needed
 - Shorter questions
 - Vice-chair/recruitment committee will be doing the references
 - Phone reference vs email reference
 - Criminal record checks – need to be done for new members
 - For potential new members – could do casual meeting or they can come to upcoming meeting or give them option
 - As a guest can't vote but can always provide feedback
 - Subgroup for recruitment – Andrea, Luis, Natalia, Ramesh
 - They will look at application form, look at questions
 - If there are new members interested the subgroup will talk to them
 - Find new members
 - The committee can have up to 30 members – if this happens we can split the committee into 2 groups (City Centre branch and Poirier branch)

IX. Election of new Chair and Vice-chair

- Chair – Tina
- Vice-chair – Natalia

X. Tasks for next meeting

- Goals for 2024
 - Raise the profile of library
 - Outreach in the community
 - Recruitment Committee to revamp CAG application process
- Could create an outreach subgroup
- How can we inform public about library programs – sharing with networks

- Mystery shopper
 - CAG would be involved
 - Observe, use the library, give the library feedback
 - Themed: website, facilities, programs, etc
 - Multiple people at different times
- CAG likes the new website

Feedback From Dongyun Tian (Doreen)

Jan. 24, 2024

Programs	English Practice Group	Mother Goose in Cantonese	VoiceStory	Preparing for Job Interviews
Frequency	once/week	once/week	twice/month	once/season
Meeting Time	1:30PM-3:00PM	10:00AM-11:30AM	6:30PM-8:00PM	2:00PM-3:30PM
Num. of Attendee	25/classroom * 2 classroom=50	30	20	
Teaching Method	In person/Drop-in	In person/Register	In person/Register	Zoom/Register
Strength	1. social club 2. experienced instructors 3. reasonable time 4. practice English	1. social club 2. experienced instructor	1. social club 2. experienced instructors 3. Practical	1. practical 2. experienced instructor
Improvements	1. at least 10 person can't attend cause of limited num. of people allowed	1. It needs a follow-up visit	1. daytime is better in Winter	

Next meeting - February 29 | 6:30-8:00 pm | Poirier branch