Library Director Zoom Call – Meeting Minutes

SEPTEMBER 25, 2024

Watch the recording

- (00:00) Welcome and Introduction

o Cari welcomed attendees to the meeting

- (00:25) 988 Suicide Crisis Helpline – Helen Davies

o Helen provided an overview of the 988 service, emphasizing its availability for both individuals experiencing crises and those concerned about others. She mentioned that the service is available in most provinces and territories, with 38 partners across BC

o Helen discussed the implementation of a 3-digit suicide prevention service in Canada, which was launched on November 30th, 2022, and is available in English and French, 24/7, free to call and mostly free to text. The service is not exclusive to suicide prevention but also provides support for other mental health issues. She explained the network model of their crisis service, which includes local and national partners, with a focus on supporting specific populations and communities. National responders are always available in case a local responder was not available to pick up a call or text. Helen also detailed the process of calling or texting 988, emphasizing the importance of cultural safety, active listening, and collaboration. She mentioned the availability of support in multiple languages including ASL/LSQ interpretation and the involvement of emergency services in rare cases. 988 responders make every effort to support callers and texters and try various options for safety planning before contacting emergency services.

o Helen also discussed the resources available for free, including posters, wallet cards, social media graphics, fridge magnets, and stickers. These can be ordered from their website and are available for download as well.

o Question regarding how many call centres are operating. There are 38 partners across Canada with 8 in BC. Helen confirmed that all the services are offered for free.

o Helen clarified that the service keeps records of previous interactions, but with strict privacy and confidentiality rules with the goal being that the caller or texter does not have to repeat their stories.

o A question was asked about the qualifications needed to work in a call center, to which Helen responded that the job attracts people from various backgrounds and experiences, with extensive training provided after hiring. Each of the partner

organizations have their own recruitment process and training and then responders are required to take additional 988 training

- (19:53) UBCM Convention Updates and Library Advocacy

o Cari shared updates from the UBCM convention, including promoting the Overdue Campaign, advocating for library funding, and presenting a clinic on measuring social impact as well as attending a meeting with Minister Kang. Two library resolutions were introduced, though Cari expressed concern about lack of discussion. Throughout the conference there was a lot of discussion about the importance of public libraries. Jessica explained they did not have a booth at UBCM due to the provincial elections following the conference and the likelihood that many politicians would not be attending as they would be focusing on campaigning in their local ridings. Jessica shared that the plan is to budget for a booth next year. Ursula asked for advice on how libraries could engage in advocacy during the election campaign. Jessica shared that she will share recommendations from Earnscliffe regarding this after their meeting tomorrow.

- (34:10) Membership Dues, Advocacy and Strategic Initiatives

o Cari expressed gratitude for members' feedback on membership dues and emphasized the importance of continued advocacy in the next year given the upcoming provincial election. Cari appreciated members' support of advocacy projects through their intentions to contribute to the Strategic Initiatives Fund.

- (35:14) Other Discussion Items

o Wendy raised concerns about teens discussing suicide and self-harm and asked if anyone has a recommendation for books for teens dealing with their peers on this issue. Tina suggested that the 988 Suicide Crisis Helpline can be a resource for those teens as the service is also available to those who may be concerned about someone else's safety.

The next Zoom meeting will take place on October 16, 2024 at 1:00pm. The Public Libraries Accessibility working group will present an update. The second half of the meeting will entail a presentation from the Vancouver Public Library's Skills and Immigrant Centre regarding the services they offer.

The Fall Business Meeting will take place on October 30, 2024 from 1pm to 4pm. Their will be a presentation and Q&A with lawyer Alissa Demerse of Roper Greyell LLP. Following this presentation will be our business meeting and an opportunity for members to debrief the lawyer's presentation.