

Building Trust with Transparency and Accountability

Indicators of trust and transparency at the board table

- Healthy engagement (attendance, attention, and follow-through)
- Appropriate, accurate, and timely board documents (agendas, reports, SOFIs)
- Fulsome, respectful, and rigorous discussions that lead to reliable and credible directions
- Well informed – no surprises
- Easy public access to the board and the library director, meeting agendas, minutes, and other key reports

Indicators of trust and transparency to the community, partners, funders, and government as demonstrated on the public library's website

- Names of the trustees (note which ones are municipal councillors or representatives from the regional district or First Nation government) and the name of the board chair
- An email for contacting the board or the board chair that is different from the general library email and the library director's email (for example boardchair@publiclibrary.ca)
- The process for a public delegation to the board
- Meeting agendas (posted prior to the meeting)
- Approved meeting minutes
- AGM information
- Annual reports
- Policies
- Strategic plan
- Information about how to join the board and the role of the board and trustees