
WEDNESDAY, SEPTEMBER 25, 2019

5:30 - 7:30pm

Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Caty Liu
Chaslynn Gillanders
Denise Hawthorne
Denise Hui
Jordan Oye
Linda McPhail, Council Representative

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Mark Ellis
Christi Hrabowsky
Victor Lai
Iris Lee
Shaneena Rahman

Education Session Presenters:

Alexandra Korotchenko
Kate Adams

Friends of the Library:

Debby Newton

CUPE 3966 Representative

Kate Adams

Regrets:

Danielle Lemon
Kelly Greene

1. Call to Order and Land Acknowledgement

The meeting was called to order at 5:30pm

2. Approval of Agenda

MOVED, THAT the agenda be approved as presented with the addition of item 6(d).

Oye/Corr.....CARRIED

3. **BUSINESS SECTION**

(a) Approval of Meeting Minutes

MOVED, THAT the minutes of the regular meeting of July 31, 2019 be approved as presented.

Oye/Gillanders CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

(i) Letters to Federal candidates requesting support for increased library access to e-content were sent to: Kenny Chiu, Nicole Iaci, Steven Kou, Francoise Raunet, and Ivan Pak.

4. **EDUCATION SESSION**

(a) An outline of past and upcoming education session topics for 2019 was included for information.

S. Walters asked the board to identify education sessions that they would like to see for 2020. J. Oye suggested a refresher on budget preparation and analysis in June 2020 would be beneficial. S. Walters recommended an updated presentation on intellectual freedom and censorship in relation to programs during Freedom to Read week.

(b) Community Connection: Partners in Advocacy (A. Korotchenko and K. Adams)

K. Adams and A. Korotchenko gave a presentation on the library's partnerships in the community identifying the objectives, benefits, and types of collaborations, and how this is important to the library's strategic plan. Partnering allows organizations and the library to reach

groups that they may not be able to reach on their own. Library staff are continually working on building relationships with new partners as well as strengthening existing relationships.

5. **COMMUNITY**

(a) **Councillor's Report**

Councillor McPhail reported that the City has drafted a Cultural Harmony Plan 2019-2029 and is asking Richmond residents for feedback on the proposed strategic directions and recommended actions. C. Gillanders raised a concern that the consultation process did not include many Indigenous people and that there is a perceived lack of consideration of Indigenous issues. Councillor McPhail will share these concerns with City staff.

An update was provided on the Steveston Community Centre and Library Project. The next phase will involve choosing a site location. J. Oye commented as a contributing member of the Building Committee that he is happy to be moving forward as this has been a long process.

Councillor McPhail also noted that the Dementia-Friendly action plan that the library contributed to has been approved and is expected to evolve over the next 2 years.

(b) **Friends of the Library Report**

D. Newton informed the board of the Whale of a Book Sale coming up on October 12-13 at the Thompson Community Centre. She asked if the library would be interested in having a table there and selling library book bags. S. Walters confirmed this and asked S. Rahman to connect with the FOL.

D. Newton informed the board that the FOL AGM takes place on November 16 at 10:00am at Brighthouse and all are welcome to attend. She also requested that a Daisy reader be provided so that the FOL can see an example of one and how to use it.

She noted that the Friends are looking forward to the 2019 wish list and asked if the library would like the Friends to consider setting funds aside for the Steveston Community Centre and Library project. S. Rahman is finalizing the wish list and will share it with them shortly.

D. Newton asked for the fund balance in the Richmond Community Foundation and the Vancouver Community Foundation. V. Lai will provide this next month.

(c) **Summary of Customer Comments Report**

C. Liu asked how the library determines the priority of upgrading the facilities and furniture for major facility upgrades. S. Walters replied that the City owns the building at Brighthouse, so they determine the priority for major facility upgrades but library staff identify wish list items, including facilities and furniture, to support the strategic plan and management considerations.

6. **Board - Items for Decision/Discussion**

(a) **2020 Draft Operating Budget Submission (V. Lai)**

V. Lai presented the finalized budget submission and additional levels request report which will be submitted to the City. The board asked about the process and options available if the additional level requests are not approved.

MOVED, THAT, the draft budget submission and additional levels requested be approved as submitted to the City of Richmond.

Oye/Hui.....CARRIED

(b) Special Collection on Chinese Culture (S. Walters)

S. Walters presented a report on the library's plan to engage a rare book specialist to assess the collection which was generously donated by Dr. Kwok-Chu and Mrs. Lee in 2011 and 2013. The assessment will allow the library to make this large collection accessible to the community and prioritize what can be added to the regular circulation collection and what will be made accessible under special use conditions. S. Walters asked the board to consider making funds available from the library's operating surplus to fund this project.

MOVED, THAT, \$10,000 from the library's general operating surplus be released to fund the appraisal on the Special Collection on Chinese Culture project.

Gillanders/Hawthorne.....CARRIED

(c) Trustee Recruitment 2020 Discussion

An information report on the 2020 appointments to the library board was included. The deadline to apply as a trustee for the City's Advisory Committees for 2020 was September 23, 2019.

R. Leung appointed D. Hawthorne, T. Corr, and D. Hui to form the Trustee Recruitment Committee for 2020 with S. Walters serving as ex-officio on the committee.

The committee will review the applications once they are received from the City and interviews for selected candidates will be scheduled shortly.

(d) Information Technology - Addendum Report

M. Ellis provided an additional report updating the board on the computer lifecycle replacement project and asked the board to approve the next funding phase.

The board asked for an update on the balance of the general operating surplus once the approved funding requests have been considered. V. Lai will provide this at the next meeting.

MOVED, THAT the Richmond Public Library Board approves the transfer of \$50,000 from the library's general operating surplus to cover the 3rd phase of the public computer replacement project. Oye/Gillanders.....CARRIED

7. Standing Items:

(a) Roundtable Discussion

C. Gillanders reported that the RPL Governance Committee has begun discussing the process and goals of the committee noting that it will be a time commitment but a valuable undertaking.

D. Hui attended the Yann Martel Author event and the Summer Reading Finale and noted that she enjoyed seeing how much the children loved receiving their medals.

T. Corr reported that she also attended the Yann Martel and Summer Reading Finale events. She has also been involved with a book club at the library and noted that the club would like express thanks for the library's assistance in August and September.

C. Liu enjoyed attending the NewToBC celebration and attended a workshop on compassion communications. She is also busy with UBCM and has a BCLTA board retreat coming up which she will report back on at the next meeting.

D. Hawthorne attended many of the events that other board members have noted and as September is literacy month, she shared a meaningful experience she saw in Kids Place recently with members of the community.

(b) InterLINK Report

T. Corr attended an InterLINK meeting recently and was pleased to report that funding has been approved for the NewToBC champions for the next 5 years. The Board had two funding motions to decide, voting that member levies for all InterLINK libraries will be calculated at the full population amount for the first motion. The second motion was in regards to the \$100,000 grant paid annually to the Vancouver Public Library to support access to specialized collections and services to BC residents. The Board voted that the grant paid to VPL by the remaining 17 InterLINK member libraries be discontinued. The implementation of both funding changes will be effective with the 2021 InterLINK budget and will be spread over three years (2021-2023).

(c) BCLTA Report

C. Liu provided a report on BCLTA events and initiatives that they are working on.

(d) Governance Committee Report

R. Leung provided a report on the highlights of the first RPL Governance Committee meeting and what the committee's priorities are. The committee agreed to have library staff make style and format corrections without approval. Policy changes will be made by the committee and then brought forward to the board to approve.

C. Gillanders asked the board how they would like to be kept informed of the committee's progress. The board discussed the options and it was decided that the board will review the draft policies for approval as they are brought forth at the regular board meetings unless more discussion in a closed setting is warranted.

8. Chief Librarian's Report

S. Walters reported on a recent meeting that she attended with City staff and Diamond Schmidt Architects who have been engaged by the City for a major facility and cultural precinct study. The intent of the study is to identify future needs and where there are synergies for co-locating facilities vs standalone.

She will be attending the fall CULC fall meeting in London, Ontario on October 7-8 and the ABCPLD meeting October 24-25 where next steps for the 20 million for 2020 campaign will be discussed.

The CULC PLL Vancouver site visit takes place October 28-30 and as S. Walters is a member of the planning committee, she will be liaising with Surrey and Vancouver libraries to organize this event as well as working with the Greater Victoria Public Library's CEO, Maureen Sawa to plan the education sessions. She noted that sessions have a human resources focus and that the third and final day of these sessions will be hosted at RPL.

9. Operations

Management Reports Included:

(a) Community Engagement Report

A. Bechard provided a report on the Giving Tuesday campaign which is a new initiative for the library this year. The campaign runs from November 1 to December 3 and will be promoted primarily through social media. The funds raised will be used to purchase Daisy Readers.

(b) Customer Experience Report

S. Rahman reported that the library is initiating a review of the Ironwood branch hours in order to best support the needs of the community and will provide a recommendation to the board in October for discussion.

(c) Information Technology Report

M. Ellis reported on three main projects with City IT: Electronic paystubs access with the City's Human Resources department, the telephone system replacement to new IP phones in all departments, and the capital submission for MyRichmond/BiblioEvents Integration which will allow Richmond residents to be aware of and access library programs through this City app.

(d) Human Resources Report

I. Lee reported on successful recruitments completed in September.

(e) Finance and Facilities Report

V. Lai provided an update on the library's furniture replacement program and that the seating in the board room, living room, teen space, and children's open seating area has been completed.

A condition assessment of the seating in other areas has been completed and areas that require re-upholstering will be completed in October. He also reported that the lighting in the book return area of Brighthouse has been upgraded to LED in order to improve visibility and be more energy efficient.

Service Area Reports Included:

(f) Collections and Customer Service Delivery

The board discussed the recent changes to fine limits that have been implemented in order to allow customers who may be experiencing financial difficulty to continue to use the library's computers. The fine limit for the block on computer use has been raised from \$5.00 to \$25.00. The board discussed privacy issues for people disclosing this information and were assured by S. Rahman that library staff are very sensitive to these issues and are as discreet as possible.

(g) Community Development and Service Design

(h) Innovation and Learning Development

(i) Information Technology Operations

(j) Marketing and Public Relations

10. Items Included for Information

(a) Staff Report - Summer Reading with Your Library 2019 (L.A. Smith, K. Adams, and S. Vokey)

A report and metrics on the 2019 summer reading program was provided. There were over 40 programs for children and families this summer with approximately 7,279 participants. S. Walters noted that the Summer Reading Finale was a success with Mayor Brodie and other Council members attending. The format for next year will be reviewed as the number of people attending has grown and asking so many children to be seated during long speeches is difficult.

(b) CULC Government Relations Campaign - Accessing e-Content- Information on the campaign was provided

(c) 2019 Board Calendar

(d) 2019 Board Advocacy Opportunities

(e) 2019 Board Work Plan

11. Other Business/Discussion

(a) Gender Neutral Signage

The City will be reaching out to the community that is most impacted to get input on what will be of the most benefit to them.

(b) Indigenous Service Plan

A. Bechard reported that the Plan is now with the Committee of Council and will be reviewed this fall before going to Chief and Council for further review.

(c) Board Workshops

S. Walters provided a report on board workshop topics to consider based on the 2018 Self-Evaluation Survey. She informed the board of the potential to host a workshop with Terry Point on Musqueam Culture and Heritage. The board expressed interest and a list of dates will be sent out pending everyone’s availability in the next month.

(d) Winter Wonderland - Rotary Club Christmas Tree Participation

S. Walters informed the board of an opportunity to participate in the Richmond City Hall’s Annual Sights and Sounds Christmas Tree event. The board discussed the potential for participating next year possibly with a community sponsor.

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, October 30, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:41pm

CHAIR 

CHIEF LIBRARIAN 

A Closed Meeting Followed