

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, July 29, 2015

Present: Simon Tang, Chair
Susan Koch, Vice Chair
Mark Bostwick
Traci Corr
Diane Cousar
Robin Leung
Kash Chahal
Peter Kafka

Susan Walters, Deputy Chief Librarian

Regrets: Chak Au, Council Liaison
Greg Buss, Chief Librarian and Secretary to the Board

ACTION

1. Call to Order

The meeting was called to order at 5:30 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

BOSTWICK/KOCH.....CARRIED

Simon introduced Stephanie Vokey, Coordinator Marketing and Public Relations, who joined the library on June 16th.

EDUCATION SESSION

3. (a) An outline of educational session topics was included for information.
(b) Susan Walters' report on the Staff Development and Leadership Program was included.

Susan is taking part in the second intake of the Canadian Urban Libraries Council Public Library Leadership Fellows Program, which is an executive program directed towards librarians in management roles who want to rise to the CEO / Chief Librarian level. Benefits of the program include CEO mentorship, site visits, peer relationships and discussions with cohorts and library leaders.

The Board asked who the other participants in the Fellows Program are. Susan noted there are librarians from BC, Alberta, Saskatchewan and Ontario in this intake.

Internally, we will be beginning to refocus the role of professional librarians in the fall of 2015. Librarians will be reviewing Library and City Strategic Plans, identifying key audiences and gaps in services, with the expected outcomes of planning, piloting and delivery of new and improved services to the Richmond community. Librarians will also have a key role in the planning, creation and delivery of development opportunities for other levels of library staff in the spring of 2016 and Administration will roll out a system-wide training program using City of Richmond resources, webinars, seminars, conferences and online training by the end of 2016. This will address the Board's directive of May 2015 to develop a staff development and leadership program.

ACTION

The Board noted a concern about timing. Implementation by the end of 2016 is two years after the staff survey. Susan noted that this will be a multiphase project and components will be delivered at various stages. The Board asked if priorities in the staff survey were considered. Susan will review those priorities and ensure they are addressed.

The Board asked if we have someone on staff who has knowledge/expertise in developing a complex development plan. Susan noted that professional librarians are capable instructors and well able to develop components of the plan, with support from city resources and direction from management.

Susan noted that there are a variety of external leadership and development programs available for all levels of staff and through various organizations. There are also informal programs that staff can participate in that include touring facilities, discussing issues and sharing information and contacts.

The Board applauded initiative of individuals seeking training opportunities and not waiting for training to be provided. Staff should be encouraged to seek relevant training on their own as well.

The Board noted that they may direct staff to administer a second staff survey before this development plan is fully implemented. Susan noted that we can make significant headway in the library's staff development and leadership program by the time the next survey is administered and staff will be aware of future training and development opportunities.

BUSINESS SECTION

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of June 24, 2015 be approved as presented.

COUSAR/CORR.....CARRIED

5. Business Arising

None.

6. Correspondence

None.

COMMUNITY

7. Report from Councillor Au

No report.

8. Report from the Friends of the Library

Alison reported that the June 24th mini sale netted \$475. Over 1,000 hard cover books from a recent donation are sorted and ready for the October sale. The Friends donated 120 books to the upcoming Seniors Tea. They continue to get good quality books from the Works Yard donation bin. Alison thanked Bob for arranging an additional recycling bin at the Cambie storage site.

9. Customer Comment Forms

A summary of comments was included for information.

ACTION

BOARD

10. Items for Decision/Discussion

(a) Report on Library Expenses and Revenues: This report is a response to a request from Council earlier in 2015.

- i. The City of Richmond staff report to Finance Committee was included for information.
- ii. The library report to Finance Committee was included for information.
- iii. An excerpt of the Finance Committee minutes of July 6, 2015 was included for information. Simon noted that the link to Council meeting on July 13, 2015 http://richmond.ca.granicus.com/MediaPlayer.php?view_id=1&clip_id=90 was valuable as it captures Council's supportive comments.
- iv. Media reports from July 9, 10 and 15, 2015 were included for information.
- v. The implementation plan was included for discussion.

The Board noted that the report made a good case for increased funding and asked if this was true for other City departments?

STAFF: investigate.

The Board were most interested in Items #3 and #20, fines and loans. The Board asked if there were strategies for the Board to be pro-active in getting Council to fund our library at levels similar to other local municipalities? The Board feels it is important to pursue this. Increased and ongoing funding is needed to provide the residents of Richmond with a first rate library. Increasing fine revenue will not get us to first rate service. The Board will discuss how they can become more effective in communicating this message to Council. A special meeting will be set in August to discuss this.

STAFF: arrange meeting in August.

The Board directs library staff to prepare and submit a budget. If the Board wants to address this issue in the 2016 budget submission, action must be taken before the end of August.

Susan Walters indicated that staff are working on a communication plan for fine and loan changes.

(b) Fund Development Workshop

Stephanie Vokey noted this plan came from the June 10 workshop and the July 6 Committee meeting. Three immediate actions are:

- Simplify and enhance the donation process
- Improve offerings to corporate donors and sponsors
- Expand the donation recognition program

The Board asked for an expanded wish list. Regarding the plan to focus on corporate donations, is this an area where we need external support? Susan Walters will talk to her PLLF cohorts about the strategies they use and work with Stephanie Vokey to connect with the Manager of Corporate Partnerships at the City of Richmond.

STAFF: arrange meeting in August. Speak with colleagues re: strategies.

MOVED: That the Richmond Public Library Board direct library staff to proceed as laid out in this report.

KAFKA/LEUNG.....CARRIED

ACTION

(c) 2014 Community Report

Stephanie Vokey distributed a hard copy of the 2014 Community Report. She noted there will be a limited supply of the hard copy as distribution will be digital. Hard copy will be used in the corporate donors and sponsors package. The website will also have a second digital version that is slightly longer and acknowledges all community partners.

(d) 2015 Financial Actuals at June 30

Bob McGall noted that we are heading toward a small surplus. The biggest variance is salaries. Several positions have been filled and this variance will diminish. Bob reviews variances weekly and adverse trends are dealt with quickly.

(e) 2016 Preliminary Draft Budget Submission

Bob McGall noted the biggest decrease in Operating Revenues is in the projected InterLINK revenue. Salary and Benefits includes known increases for step increments. The City will add the negotiated increase percentage as it had not been determined in time for this meeting. Operating Expenses are based on actual 2015 figures.

The Board asked when the budget must be complete. Bob indicated we can make adjustments until the end of August.

The Board asked if fines revenues have been going down for years, even with taking steps to reduce the decline, can we realistically anticipate a revenue increase in 2016? Susan noted that we anticipate increasing revenue on fines between \$5 and \$10, by changing the fine limit threshold. This is anticipated to provide a revenue bump, but for one year only.

INTERLINK11. InterLINK Report

No report.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION12. British Columbia Library Trustees Association Report

Susan Koch reported that she is now the Treasurer of BCLTA. BCLTA is preparing for the Union of BC Municipalities (UBCM) Conference in September, at which they advocate for library services in BC by meeting with Mayors and Councillors.

STAFF OPERATIONS13. Chief Librarian's Verbal Report

In Greg's absence, Susan reported that she is working with the City as they review the Richmond Parks, Recreation and Cultural Services (PRCS) Facilities Strategic Plan (2007.) The City is reviewing this plan from the community services perspective and one sub-focus is Steveston. They are considering what is best for the Steveston community, including library services. Susan and Simon will meet with one of the consultants on August 17th. She is also connecting with city staff to recommend innovative library communities to contact and has shared the facilities report created during the public consultation process.

ACTION

14. 2014 Operations Report

The first version of this report was provided for feedback. Statistics are presented in an easy to communicate form. Susan asked if the Board had comments.

The Board noted that the last page, comparative stats with other libraries, should be first. Staffing comparisons could be improved by providing comparisons with other libraries. The Board noted that if only half of our residents use the library and 30% of users take out 1-10 loans, this is an incredible opportunity to improve use.

STAFF:
include staffing
comparisons.

15. Program Reports

(a) Lee Anne Smith's report on Large and Special Event programming was included.

(b) Melanie Au's report on Kids and Teens Summer Programming was included. Melanie noted that there are now over 3,400 kids registered in Summer Reading Club. The Parent Connect sessions are going well. Melanie demonstrated a sample self-led activity box, which is a popular activity.

(c) Anne Bechard and Cindy Ho's report on the Summer Reading Club Finale, Kids Computer Learning Lab and Digital Learning Collection was included.

Melanie Au invited the Board to attend the SRC medal presentations and the official launch of our newest service and collection on August 22nd. Board member Kash Chahal would like to attend on behalf of the Board.

STAFF:
follow up in
early August.

16. Project Reports

(a) Kat Lucas' report on Sierra Migration was included.

Mark noted that the Sierra migration has gone very well. Staff are now implementing smaller components of Sierra. The system is currently warehousing usage data required for stage 8, implementation of Decision Centre, which will take place in October. Significant data is required to make this component useful.

(b) Lee Anne Smith's report on the New Horizons for Seniors Grant was included.

Susan noted we anticipate a decision in early 2016.

(c) Shaneena Rahman's report on the Richmond Minor Football Association Resource Donation was included.

Shaneena reported that this customized collection is made up of good quality items and some manuals are quite expensive. This donation will make a valuable community resource, augmented by library additions over time.

(d) Lee Anne Smith's report on the BC Arts Council Project Assistance Grant was included. Susan reported that this grant is different than budgeted grants. We recently hired two Community Programmers who bring experience in preparing grant proposals and are aware of what is available to apply for. Susan anticipates that this application is the beginning of more to come.

17. Canada 150 Infrastructure Grant.

Susan reported that if successful we will receive notification when we can make an announcement to the public.

ITEMS FOR INFORMATION18. ALA Conference Reports

(a) Greg Buss's ALA San Francisco Conference Report was included.

ACTION

(b) Simon Tang's written report will come soon. Simon reported that the trend he noted at the conference is forward looking, future orientation. Simon recently shared a report from the Aspen Institute "Rising to the Challenge: Re-envisioning Public Libraries" with the Board. Data and measurements were also popular conference sessions, and he found the opportunity to speak with vendors valuable.

19. 2016 Trustee Recruitment

A preliminary schedule for the 2016 appointments to advisory committees process was provided. The Board Recruitment Committee were confirmed to be Diane Cousar and Traci Corr. Traci is available before October 7th giving the Recruitment Committee a window to interview applicants between September 21st and October 7th. Cathy will arrange interviews.

20. A link to the electronic edition of *Feliciter* Vol. 61 No.1 (Spring 2015) "Future Skills, Future Professionals" was recently posted on the Board Blog. Links to future editions will be posted when available.

21. The Board Calendar and Work Plan were provided for information.

OTHER BUSINESS

Susan requested that if the Board have requests for the September education session to please let her know.

NEXT MEETING

The next Board meeting is scheduled on **Wednesday, September 30, 2015 at 5:30 p.m.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:40 p.m.

CHAIR 

DEPUTY CHIEF LIBRARIAN 