

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, February 24, 2016

Present: Simon Tang, Chair
Susan Koch, Vice Chair
Chak Au, Council Liaison
Traci Corr
Robin Leung
Jordan Oye
Arseniy Shchedrinskiy

Greg Buss, Chief Librarian and Secretary to the Board
Susan Walters, Deputy Chief Librarian

Regrets: Diane Cousar
Chaslynn Gillanders

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.

LEUNG/CORR.....CARRIED

EDUCATION SESSION

3. (a) An outline of educational session topics was included for information.

(b) Freedom to Read Week.

Lee Anne Smith reported that Freedom to Read Week is an annual event established in 1969 by the American Library Association.

Richmond Public Library does not have a history of frequent challenges. In general public libraries have seen a decrease in challenges. Most challenges are from community members concerned about the effect of material on teens or children.

Lee Anne discussed the two titles challenged in 2015, which were on the board table for review. *Bleach* is a manga located in Teen and Adults section, while *Breaking the Spell* was removed from the collection.

Lee Anne noted that freedom of information is intended for books and other media. Movies with "R" ratings are kept in the DVD dispensers and ratings are posted on the dispenser. Internet workstations are unfiltered, except for designated children's workstations in Kids' Place. Parental guidance is advised elsewhere. The library defines unacceptable internet use in the user agreement.

Greg emphasised that we have experienced very few attempts by the public to censor. Most challenges are to ask that material be relocated to make them less accessible to children. This speaks to the maturity of our community, who

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recognize others members have the right to access material they themselves might deem unacceptable. Public perception of free access to information changed dramatically with the internet and increased diversity in our community. Boundaries of what is accepted by our community have shifted.

The Board asked for statistics of challenges to be reported next year.

The Board asked if there is a difference between print and digital material challenges.

Lee Anne reported that most frequent challenges are to print material, followed by DVDs. There have been no challenges to internet content. The public monitors internet access and complaints regarding inappropriate internet use reported to staff are dealt with immediately.

Staff: prepare statistics for 2017.

BUSINESS SECTION

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of January 27, 2016 be approved as presented.

CORR/OYE.....CARRIED

5. Business Arising

None.

6. Correspondence

None.

COMMUNITY

7. Report from Councillor

Councillor Au reported that the public survey regarding police services closes Monday, February 29th. Council approved grant applications last week and are expecting staff to come back with recommendations for distribution of additional funds in March.

8. Report from the Friends of the Library

No report.

(a) A letter dated January 29, 2016 to thank the Friends for their donation was included.

(b) An update to the items approved for purchase using the FOL donation was included.

9. Customer Comment Forms

A summary of comments was included for information.

BOARD

10. Items for Decision/Discussion

(a) Provincial Grant Report

Greg reported that the Grant Report will be submitted March 1st. Continued Provincial funding is contingent upon submitting the report.

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Simon noted that this is good preparatory reading for next week's Special Meeting.

(b) March 2 Special Meeting

A draft agenda was included. Materials for this meeting will be distributed on Friday, February 26th and a digital version available on the Board's blog.

Chak noted he is out of town for this meeting and he will request that Alexa Loo attend on his behalf.

(c) 2016 Conferences

- i. The conference policy was included.
- ii. A list of conferences and expressions of interest was included.

Simon encouraged Board to attend the local BCLA and BCLTA conferences, which will be held in Richmond this May. Registration is not open yet, but staff will contact Board when it does, and ensure registrations are completed.

Staff: register Board for conferences.

(d) Board Policy Manual Review

Simon noted that the Board's policy manual has not been reviewed in several years, so he suggested that the Board address that this year. The suggested timeline may be aggressive and may be amended.

Staff: schedule review in upcoming months and add to Board agendas.

INTERLINK

11. InterLINK Report

Robin reported that he attended the orientation session and regular meeting on February 23rd, at which the Chair, Vice Chair and Treasurer were elected and the mission, vision and roles were reviewed and a proposed budget for 2016 presented.

Jordan reported that he attended the orientation session.

- (a) A calendar of 2016 meetings was included.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Susan Koch reported that the new Executive Director has been on staff for a month. Susan encouraged all Board to attend the BCLTA conference on May 14th.

Simon noted the new *Societies Act* will affect BCLTA and asked if it will affect the library. Greg reported that it will not affect municipal libraries like us, but will affect other library organizations who are registered societies.

- (a) The February 2016 Bulletin was included.

STAFF OPERATIONS

13. Deputy Chief Librarian's Report

- (a) Susan Walters' report on Operational Highlights for February was included, highlighting three activities: organizational restructuring, implementation of reduced branch hours, and changes to borrowing limits, loan period and fines.

Susan reported that new skills and positions are required to meet the needs of

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the new and refocussed service areas identified in our Strategic and Long Range Plan 2014-2018. As a result of restructuring staff in Web Services, Marketing, Business Analytics and Community Programming have been introduced to the organization. Recruitment for a Coordinator, Information Technology is well underway, while development of job specifications for digital services technicians and a review of the role of librarians have just begun.

Susan noted that staff were accommodating and very understanding regarding their shift changes when reduced branch hours were implemented earlier this month. Significant salary cost savings are expected by year end and we will be monitoring auxiliary spending closely.

- (b) Stephanie Vokey's Summary of Comments on Changes to Fines and Loans & Hours of Operations was included, and all comments were presented on table.

Susan noted that our community has provided the most overwhelming feedback regarding the change in renewals. Senior staff agree we got this wrong and will immediately implement a single three-week renewal. This improvement to service doesn't negatively impact the overall intent of the changes to loan policies.

A comprehensive public survey will begin near the end of March.

The Board asked if the change in hours at branches related to gate counts. How did we determine which hours were best? Susan noted that the approach was to realize the most savings in staff hours as the intent was to save money.

The Board asked if the complaints and comments could be categorized and counted, presented in a graph. Greg noted that yes, staff have begun collecting statistics that way. We are figuring out the best way to display the information.

The Board asked how many customers would be impacted by the reduction to a 10 book limit. Staff noted that they don't keep that stat at the moment but could easily count it. The Board asked if staff could determine how many families were impacted.

Staff: present statistics as requested

14. Program Reports

- (a) Lee Anne Smith's report on Programs and Outreach was included.

Lee Anne noted that December and early January are typically slower for programming and that programming is picking up now. Lee Anne reported that the Black History Month programming is new to us, as is Persian New Year and First Nations Reconciliation. Lee Anne noted that the low gate count on February 8th was likely due to Chinese New Year.

- (b) Melanie Au's report on Spring Break Programs was included.

Melanie reported that staff are looking at City initiatives like physical literacy, with a strong emphasis on science, technology, writing and reading programming. There will be significant Spring Break programming at branches this year.

ACTION

15. Project Reports

- (a) Melanie Au's report on the Richmond Christian School Partnership was included.

Simon noted that the Richmond Christian School's curriculum is based on the Ministry of Education curriculum and is no different than Richmond School District 38.

The Board asked how staff will measure success. Melanie noted that staff are planning the evaluation strategy now, developing deliverables, communication strategy and metrics strategy. The school will also need to evaluate the partnership and provide feedback to the library.

16. Status Reports

- (a) Mark Ellis's Information Technology Risk Management Update was included.

Mark reported this is an update from his 2014 report. Since his last report, all public and staff computers have been upgraded and a variety of security software is being deployed as external threats have risen to the top of our priority list. Commercially supported systems mitigate this risk. Mark reported that the recent TeslaCrypt infection was quickly fixed with backups, as our antivirus program didn't catch it. There was no public impact but it took a lot of staff time to fix.

The Board asked if these attacks are illegal, and Mark reported they are but that doesn't stop criminals. A hospital in the US recently had to spend several thousand dollars to retrieve their files.

The Board asked if we are protected by the city's firewall. Mark reported that we are independent. The city has helped us with equipment, but connecting to their network for their firewall protection would be considered a risk for the city.

ITEMS FOR INFORMATION

17. Date of the Board group photograph was confirmed for Wednesday, March 30 starting at 5:00.

18. The staff recognition event will be scheduled and all Board invited to attend.

19. Richmond Chinese Community Dinner tickets were distributed.

20. The Board were invited to attend the Library Champions Celebration on March 4

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

Staff: Determine date.

OTHER BUSINESS

None.

NEXT MEETING

A Special Meeting was called for **Wednesday, March 2, 2016**.

The next Regular Board meeting is scheduled on **Wednesday, March 30, 2016**.

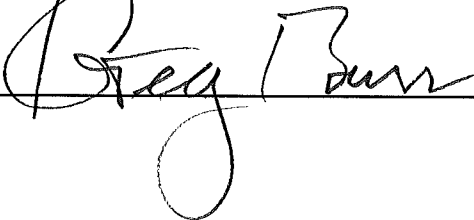
ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 6:45 p.m.

CHAIR

A handwritten signature in black ink, appearing to read "L. Miller", written over a horizontal line.

CHIEF LIBRARIAN

A handwritten signature in black ink, appearing to read "Greg Burr", written over a horizontal line.