
WEDNESDAY, SEPTEMBER 18, 2024**5:30PM - 7:30PM**

Brighthouse Library Board Room

Board Present:

Caty Liu, Chair
Denise Hui, Vice Chair
Ashley Sandhu
Angeline Singh
Jennifer Gervès-Keen (Virtual Attendance)
Sherine Merhi
Yvonne Yong (Virtual Attendance)
Chak Au, Council Liaison

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Eva Yu
Shaneena Rahman

Friends of the Library:

Not in attendance

Guests:

Rafael Abramoff, Head of Adult and
Seniors Services

1. Call to Order and Welcome

The meeting was called to order at 5:34pm, with C. Liu providing the welcome.

2. Approval of Agenda

Item 6.0b – Memorandum: Community Services Connectors 2025 was added to the agenda. A correction to the date of next month’s meeting, Wednesday October 30, was noted.

MOVED: THAT the agenda be approved as amended.

S. Merhi /J. Gervès-Keen.....CARRIED

3. Business Section**(a) Approval of Meeting Minutes**

MOVED: THAT the minutes of the regular meeting of July 31, 2024, be approved as presented.

A. Singh/D. Hui.....CARRIED

(b) Business Arising

August 23, 2024 – e-Motion Approved: THAT the Richmond Public Library Board adopt the Roles and Responsibilities of a Trustee Policy as presented through email on August 23, 2024.

(c) Correspondence

- i. July 31, 2024 – Letter from InterLINK re: 2023 Net Provision Compensation.
No inquiries.
- ii. August 14, 2024 – Letter to InterLINK re: 2023 Net Provision Compensation Acknowledgement.
No inquiries.

Y. Yong joined at 5:47pm.

4. Presentations

(a) Community Connect Outreach

R. Abramoff, the Head of Adult and Senior Services, presented the new Community Connect Outreach kits. This new initiative, funded through a generous donation from the Friends of the Library and a separate donation made in honour of Janet Clark, a long time Friends of the Library volunteer, will allow library staff to directly connect with seniors in various care homes. This service will support isolated seniors, increase accessibility services, and is a pilot project at four current homes with the possibility of expansion.

Each kit contains 18 games and items to encourage interaction and library staff will visit each care home to introduce the kits and then monthly thereafter to encourage use with residents as well as to connect with the staff and gain feedback on what has been successful. Home Services will also be promoted to residents, families and care home staff.

5. Community

(a) Councillor's Report

C. Au shared that the Steveston Community Centre and Library capital project is on track to be on time and on budget. He also shared that the Chief Librarian's presentation to the General Purposes Committee on the new strategic plan was very well received with congratulations to the library board and staff.

There continue to be community questions regarding a future library space in the east Richmond Hamilton area. S. Walters noted that the launch of the RPL To Go Van, along with initiatives such as the Community Connect Outreach into Hamilton, pop-up library services at the Hamilton Community Centre and access to the RPL Book Dispenser will enrich services in the Hamilton area. To best serve the community, the library would be best co-located with another facility. The Board noted that valuable feedback would be to understand residents' priorities for a library; do they need study and gathering space, all age programs, larger collections or other services, and are there ways to reach out to the community to learn more. S. Walters shared that short surveys could be utilized to pinpoint what the greatest needs are.

(b) Friends of the Library (FOL) Report

None.

(c) Summary of Customer Comments

The Board inquired whether it would be possible to report back on if customers place holds at other locations, not just their home library location, to see the depth of holds use across libraries. Staff will investigate if this metric can be sourced to report back on.

6. Board – Items for Decision and/or Discussion

(a) Strategic Plan 2024-2028 Operational Plan

The Board reviewed the Operational Plan document and noted that under community development, to define approaches that support inclusive and equitable civic engagement in our library spaces, the library should not just maintain meaningful community conversations, but expand them. They also noted that the environmental impacts of library operations could be further expanded to include educational programs for the public and that consulting with the City on their program for environmental assessments for buildings may lead to new procurement practices, green initiatives and metrics. S. Walters recommended that staff report back in 6-month intervals. The Board agreed and noted that for items that are to be complete in less than one-year, quarterly reporting would be beneficial.

(b) Community Services Connectors 2025

S. Walters and A. Bechard spoke to the plan to continue the Connectors program through 2025 with the goal of making this a permanent library service. Board support this initiative, suggesting that to explain the return on investment, staff should consider not just participation or query metrics, but the social return on investment. A. Bechard will reach out to the service providers to discuss their metrics and impact reporting. Staff will look into inviting the City's Program Manager, Social Development, M. Burner to an upcoming meeting.

C. Au left at 6:11pm.

7. Standing Items

(a) Roundtable Discussion

S. Merhi shared that BCLTA is offering an Environmental Awareness toolkit to assist with Board development, incorporating this topic into Board discussions and for ensuring knowledge and considerations in strategic planning. A number of trustees and family members attended the summer reading finale where A. Singh represented the Board. A highlight that day was the behind the scenes tour of the automated sorter. Y. Yong shared that they attended the Olympic Oval annual community day, and this was a successful event, full of activities for children and families.

(b) Steveston Community Centre and Library (D. Hui)

The Architectural Design Group (ADG) will meet to discuss outstanding design items next week. S. Walters shared that HDR's Principal Architect, M. Grady, visited the Brighthouse library to see the newly renovated lobby along with other spaces to experience the library's current design style.

(c) InterLINK Report

None.

(d) Finance Committee

None.

(e) Fund Development Committee (D. Hui)

The Committee Chair shared they are seeking creative trustees to help with donor fund development initiatives. The goal this year is to send out the annual campaign letters in mid-November. D. Hui invited trustees to reach out with any questions.

(f) Governance Committee (Y. Yong)

i. B-GOV-02 - Library Board

In general, the board supported the policy with minor changes to Section 2.3, Library Board Structure, and Section 3.2, Establishment of Board Committees & Liaison Appointments. The Governance Committee will make the recommended changes and the revised policy will be shared with Trustees for a virtual motion prior to the next board meeting.

J. Gervès-Keen left the meeting at 7:01pm.

8. Chief Librarian's Report

S. Walters shared actions that were taken to inform and support staff on September 10, World Suicide Prevention Day. She also noted that the Leadership team participated in a workshop that focused on conflict resolution and effective communication. The board noted the importance of continuous training to support library culture and ongoing staff development.

9. Operations**(a) Collections and Discovery Services**

None.

(b) Community Development and Service Design

Board comment on the timeliness of the Wizard of Oz for film club.

(c) Customer Experience and Community Branch Services

None.

(d) Innovation and Learning Development

None.

(e) Information Technology Operations

None.

(f) Marketing and Public Relations

None.

(g) Summer Reading @ RPL

Board comment on the summer reading conversion rate being reported.

10. Items Included for Information**(a) An Evening with Jody Wilson-Raybould: Monday, September 23, 7:00pm****(b) Civic Appreciation Reception: Tuesday, October 8, 5:30pm**

The board was requested to RSVP.

(c) Intellectual Freedom with James Turk: Wednesday, October 9, 5:30pm

The board noted the Community Conversation program may generate unexpected participation. C. Liu asked about security measures. A. Bechard confirmed there are procedures in place to guide staff. Library leadership will be present at the event.

(d) Long Service Awards: Wednesday, November 27, 3:00pm**11. Other Business**

None.

Next Meeting

The next Regular Board meeting is scheduled for **October 30, 2024, 5:30pm**.

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:18 pm.

CHAIR



CHIEF LIBRARIAN

