

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, January 25, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Chak Au, Council Representative (arrived 5:40)
Diane Cousar
Traci Corr
Jordan Oye
Simon Tang

Susan Walters, Chief Librarian
and Secretary to the Board

Regrets:

Chaslynn Gillanders
Arseniy Shchedrinskiy

Staff Present:

Allen Chi
Anne Bechard
Bob McGall
Cathy Gettel
Lee Anne Smith
Mark Ellis
Melanie Au
Ping He
Serena Griffin
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library: Betsy Blair

GUESTS:

Simon Tang welcomed guests from the Friends of the Library.

Betsy Blair, 2017 Friends of the Library Chair was joined by Debby Newton (Membership and Past Chair), Patricia Ng (Publicity) and Diane Hartley (Treasurer) in presenting a cheque for \$32,000. This donation supports the purchase of items on the library's 2016 Wish List, including a donation to our endowment fund with the Richmond Community Foundation. The Board congratulated and thanked the Friends for their donation.

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.

COUSAR/CORR.....CARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

(a) MOVED: That the minutes of the regular meeting of November 30, 2016 be approved as presented.

LEUNG/OYE.....CARRIED

4. Election of 2017 Chair and Vice Chair

Susan Walters reported that Susan Koch had accepted nomination for the position of 2017 Chair. Susan Walters called for further nominations and as there were none, Susan Koch was acclaimed as Chair.

Susan Koch indicated that Robing Leung had accepted nomination for the position of 2017 Vice Chair. Susan called for further nominations and as there were none, Robin was acclaimed as Vice Chair.

5. (a) An outline of past educational session topics was included.

In 2016 senior staff presented on a variety of departmental charters tied to the Strategic Plan. Charter updates and progress will be shared in reports throughout the year.

Susan Walters noted that based on Library Board feedback, education sessions will be 15-20 minute visual presentations and supporting documentation. Staff will include information that supports the Board's advocacy role. Freedom to Read Week is promoted annually in February and will be next month's education session. With the opening of the Launchpad, an education session on Digital Literacy Services including the school curriculum perspective is planned for March.

The Board discussed education sessions, noting that most education sessions are customer focussed. The Board requested that 2 or 3 sessions on operations topics such as budgeting, the different roles in the library, service delivery, etc., be included so that the Board can learn to advocate for those processes too.

6. Business Arising

None.

7. Correspondence

The following correspondence was included

- (a) A letter dated November 4, 2016 from Richmond Community Foundation.
- (b) A letter dated December 6, 2016 to Richmond Community Foundation, and
- (c) A letter dated December 13, 2016 to Kronier & Sparrow Ltd., all relating to the recent Kronier Family donation.
Chak arrived 5:40
- (d) A letter dated December 16, 2016 to N&Z Futures to acknowledge their donation.
- (e) A letter dated December 20, 2016 from Richmond Community Foundation regarding the 2016 Investment Income Available for Disbursement.
- (f) A letter dated December 21, 2016 from City of Richmond confirming Councillors Au and Loo (alternate) were appointed as representatives to the Richmond Public Library Board.

COMMUNITY

8. Report from Councillor

Councillor Au reported that there are several issues Council has recently discussed. These include reviewing limits on residential house sizes, marijuana dispensaries, and short-term vacation rentals.

9. Report from the Friends of the Library

- (a) A letter dated November 29, 2016 re: the 2016 Wish List was included.

Betsy Blair reported that the Friends donated \$32,000 to support the wish list. Their next sale is March 25/26, 2017. The Board asked if in-house book sales benefit the Friends? Susan Walters reported that some materials weeded from the collection are sold in-house and those sales go directly to the library, but the majority of weeded materials go to the Friends for their sales.

10. Customer Comment Forms

- (a) A summary of comments was included for information.
(b) A complimentary email dated January 15, 2017 from D. Bruchet was included.

BOARD

11. Items for Decision and/or Discussion

- (a) 2017 Budget Update

i. 2017 Operating Budget

Susan Walters reported that the budget passed by Council on December 12, 2016 gave us an additional \$66,400 ongoing in salaries and benefits toward opening branches on Monday and Friday nights. The library is funding the remainder by reallocating existing staffing. We will be able to carry this forward to 2018. The collections budget continues to be increased by \$150,000, as allocated in 2015.

- ii. An excerpt from Council Minutes of December 12, 2016 was included.

- (b) Richmond Major Facilities Projects

Susan Walters noted that this document specifically names Steveston Branch and Steveston Community Centre for replacement. City staff are working on this and 4 other projects, and are in the process of hiring a consultant.

- (c) Appointment of 2017 Committees and Representatives.

Susan Koch appointed Jordan Oye as InterLINK representative and Traci Corr as the alternate. A meeting schedule will be provided to Jordan and Traci as soon as possible.

Susan Koch will stay on as BCLTA representative until the conference at the end of April. Susan will ask again when Chaslynn and Arseniy are available.

Jordan and Simon will be available for Audit Committee if needed.

- (d) Draft Board Priorities 2017

The Board discussed the following priorities:

- i. Branch hours. Staff are implementing restoration of Monday/Friday night service in February.
ii. The Launchpad. Construction is underway and will re-open in March.

- iii. Strategic Plan Updates on Goals and Progress. The Board discussed the progress made in the current Strategic Plan, what information they would like to receive in updates, and how often they would like to receive this information as they start to prepare for the next Strategic Plan. The Board determined that quarterly updates that highlight what items have been completed, or not completed, and that build on the previous report would be useful. The Board asked if there are other major goals to consider? Susan Walters noted this topic could be covered in a special meeting later this year and reported that we have met a lot of markers already. We are positioned to have completed everything by the end of 2018.
- iv. Canada 150. The Board asked what plans we have for celebrating this event. Lee Anne reported on a community project with Textile Arts Guild of Richmond, who received a grant to create Canadian bookshelf quilt. The Media Lab is also involved. This will be a literary based and crowd sourced activity. Councillor Au reported a group looking for a place to display stamps from all 150 years. Staff will follow up and determine if we could display securely.
- v. Advocacy. Susan Walters suggested advocacy training as special meeting, possibly for April. Councillor Au suggested a workshop between Board and Council to deliver our Annual Report and to develop Council relations. Often they only hear from the library at budget time. Councillor Au noted that he proposed a Board/Council meeting at Council and no formal motion is needed. This session would be purely educational, for the purpose of sharing. Susan Walters will discuss the concept of a joint workshop with her colleagues in the City. May is a possible date for this workshop.
- vi. Staff survey. Susan Walters noted a short staff survey to note progress could be delivered in July, approximately six months after staff receive the results of the 2016 staff survey.

(e) Freedom to Read Week

- i. The 2017 Freedom to Read Week Proclamation request was included.

Suggested Motion:

THAT Mayor Brodie be requested to proclaim February 26 to March 4, 2017 "Freedom to Read Week" in the City of Richmond.

TANG/COUSAR.....CARRIED

- ii. A letter to Mayor Brodie was included.

Susan Walters noted that all branches will promote Freedom to Read Week displays, but specific programming is not planned for this year.

INTERLINK

12. InterLINK Report

- (a) A summary of the November 29, 2016 InterLINK Board meeting was included.
- (b) The provisional 2017 InterLINK budget was included.

Robin reported that there is no InterLINK meeting in January. A schedule of InterLINK meetings will be provided.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

13. British Columbia Library Trustees Association Report

- (a) The December 2016 Bulletin was included.

Susan Koch noted the upcoming BCLTA website redesign. They will develop a more user friendly website that can provide better archiving. BCLTA's Constitution and Bylaws were updated due to changes in the Society Act, and changes will be brought forward to the AGM in April, with revised Policies and Procedures. Susan also brought the CBC program Sunday Edition from November 27, 2016 titled "Why We Need Libraries in the Digital Age" to Trustees' attention. Those who have not heard it can follow the link: <http://tinyurl.com/jpidloe>

STAFF OPERATIONS

14. Chief Librarian's Report

Susan Walters reported that:

- (a) The Launchpad is now a construction zone with limited access. Staff are tentatively planning the opening event, expected in mid to late March.
- (b) Branch hours are being restored Friday, February 17, 2017. Senior staff are balancing staff schedules and additional postings are forthcoming.
- (c) Senior staff will meet tomorrow to develop a work plan to address the organizational issues raised in the 2016 Staff Survey. Susan will bring the work plan back to the Board in February and then release the survey results to staff.
- (d) Susan noted that staff applied for a capital project to renovate the silent computer zone on the 2nd floor, a small area that currently seats about 8, into a lounge space. The project would eliminate one computer zone and shelving which would be replaced by new group seating. Susan reported that the capital project was approved by the City, but not funded. The project will cost about \$115,000.

Susan noted that the Board had approved moving \$65,000 from surplus to pre-fund the Launchpad renovation, which will be paid back by the Federal Government Canada 150 grant when construction is complete. If that \$65,000 is not returned to surplus but used for this project instead, we will still need to find an additional \$50,000.

Susan must confirm with the City that we want this project on their schedule, and asked the Board if they would agree in principle to the project. If so, she will bring an appropriate motion to the February meeting.

The Board asked if we have a wish list of capital projects to choose from. Susan indicated there are a variety of projects the Board might wish to pursue, including additional phases of the first floor renovation.. Susan will provide that list in February, including costs and funding options.

The Board asked if customers are attached to this space on the 2nd floor? Susan noted that some customers use it regularly, but that it is not an ideal use of space and the proposed renovation addresses Strategic Plan goals for group conversation and gathering space. Susan also noted that the main floor will be noisier when the Launchpad re-opens, and additional gathering space on the 2nd floor will be welcomed.

The Board agreed in principle to support this capital project. Susan will provide more

information and a motion in February.

15. Staff Reports for Information

Susan noted staff spent last year working on department charters and sharing those with the Board in education sessions. This year we want to change the delivery of the education sessions in order for the Board to have time for more discussion during the education sessions.

The format of staff reports has been changed and these shorter reports will be reviewed as a group, with discussion only as requested by the Board. These monthly staff reports will feature highlights of contributions to the Strategic Plan over the past weeks and focus on important issues, programming and events coming up soon to support the Board's advocacy efforts. As previously mentioned, there will be a specific Strategic Plan report provided quarterly.

Susan noted that this is a work in process and by the end of the year will be working smoothly to meet the Board's needs.

(a) Lee Anne Smith reported on English Adult Programming.

Lee Anne took questions from the Board and explained the intent to increase participation at **community-led large group** programs. This programming complements 1-on-1 programs, which are staff-led. Lee Anne noted her team's target of 15 to 20 attendees per community program and that 5-8 programs per day is a good target.

The Board noted the event calendar includes a large quantity and diversity of programming. If a customer registered for events and forgot which ones, can customers go back and see what they registered for? Lee Anne noted that the software doesn't have this capability at this time and she will follow up on this function.

(b) Melanie Au reported on Children and Family Services.

(c) Ping He reported on the Paton-initiated Interlibrary Loan service.

(d) Stephanie Vokey reported on Marketing and Public Relations services.

(e) Wendy Jang reported on Multicultural and Chinese Community Services.

Susan Walters noted that Wendy, Ping and Ying were on hand at a mobile workstation on the second floor to welcome customers to the relocated Chinese collection, to answer questions and assist customers with the collection. This is a temporary service point, but the collection relocation is permanent.

(f) Anne Bechard reported on Digital Literacy Programming.

(g) Shaneena Rahman reported on Collections, Circulation and Merchandising.

Susan Walters noted that staff moved close to 45,000 items to make room for the Launchpad renovation.

(h) Mark Ellis reported on Information Technology.

Mark noted that the desktop computers donated by the City run Windows 7 and will be adequate for the vast majority of users.

ITEMS FOR INFORMATION

16. An invitation to the Richmond Chinese Community Society's dinner February 23, 2107 was included. Trustees interested in attending were encouraged to let Susan Walters know by the 10th. The library will purchase a table of 10.

17. The Board Calendar was provided for information

The Board asked if education session specifics could be added to the work plan, and if issues relating to operations and governance that Board need to make sure are completed could be added to the calendar, such as the Budget process deadline.

OTHER BUSINESS

Susan confirmed that a Board photo is not required as the Board composition has not changed this year. Some senior staff will have photos taken for the website and Board interested in an update were invited to have their photo redone.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, February 22, 2017.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:00 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN Swalter