
WEDNESDAY, OCTOBER 30, 2019**5:30 - 7:30pm**Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Caty Liu
Chaslynn Gillanders
Denise Hawthorne
Denise Hui
Danielle Lemon
Jordan Oye (arrived at 6:10pm)
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:

Allen Chi

Friends of the Library:

Debby Newton

CUPE 3966 Representative

Helen Varga

Regrets:

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.

Corr/Liu.....CARRIED

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

MOVED, THAT the minutes of the regular meeting of September 25, 2019 be approved with amendments to items 6(b) and 7(a).

Lemon/Liu.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

(i) CULC letters of support and CBC article re: Toronto Public Library third party space rentals and intellectual freedom.

4. Education Session

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

(b) RPL Online: Our Virtual Branch (A. Chi)

A. Chi presented on the library's newly redesigned website which is nearing completion. The new website supports three of the strategic plan goals: marketing, resources, and core services. He noted that the website is a natural extension and online representation of the library. The website serves as a focal point for the growth and enhancement of the library experience using new and emerging technologies. He demonstrated what the new site will look like and showcased some of the features which will make the site easier for the public to navigate.

5. Community**(a) Councillor's Report**

Councillor McPhail reported that she attended the "Celebrating Success Symposium" organized by the Community Action Team, (CAT). The event updated service providers on the overdose crisis in Richmond and showcased the work of the CAT. She noted that A. Bechard spoke on behalf of the library. Councillor McPhail noted A. Korotchenko delivered an excellent presentation on the library's services for newcomers to the Richmond Intercultural Advisory Committee.

(b) Friends of the Library Report

D. Newton reminded the board of the FOL AGM on November 16. The Fall Whale of a Book Sale was very successful and she thanked the board trustees who assisted and appreciated the library having a table at the event for the first time. The FOL offered debit sales to the community for more convenience.

R. Leung noted that Fairchild Television did an interview with D. Newton and have been very supportive of the FOL's book sales.

(c) Summary of Customer Comments Report

R. Leung asked about a comment suggesting that public announcements should be in three languages instead of two. S. Walters responded that the library is reverting to English only announcements due to the wide language diversity in our community and to minimize noise disruptions in the library. Staff are prepared to assist anyone who requires translation in person.

6. Board - Items for Decision/Discussion**(a) Q3 2019 Operating Statement (V. Lai)**

V. Lai provided a third quarter financial summary and reported that the library is on budget and expected to be for remainder of 2019.

(b) 2019 Board Self Evaluation Survey (S. Walters)

Draft questions for the 2019 Board Self-Evaluation Survey were provided to the board for feedback before it is deployed in the next few days. The survey is conducted each year per Board Policy 3.7 and used to assist the board in identifying both strengths and weaknesses in order to create an action plan for board learning. The responses are anonymous and every effort is made to ensure privacy protection.

S. Walters informed the board trustees that the survey questions were reviewed last year by the previous board and asked if they would like any changes made to the questions. The board did not indicate any changes to be made. The survey will go out shortly and the results will be discussed in a closed meeting in November as agreed upon by the board.

There was a brief discussion on the role of the Council Liaisons on the board and it was reaffirmed that the Council Liaison is a trustee of the board.

(c) Personnel Appraisal Committee Process and Scheduling Date of Chief Librarian's Performance Review

Discussions on this item were deferred to the immediate closed meeting following.

7. Standing Items:**(a) Roundtable Discussion**

D. Hui reported that she enjoyed volunteering at the FOL's recent Whale of a Book Sale and is a member of the Trustee Recruitment Committee which has been busy this month with interviews. She also discussed the gender discrimination complaint article that she shared with the board. C. Liu attended the City's Civic Appreciation event and a series of health related programs at the library this month noting that there seems to be a huge demand for these types of programs.

T. Corr attended the Cultural Centre mural unveiling and showcased some art cards that were done by one of the creators of the mural, Jerry Whitehead. She also attended the FOL book sale and is a member of the Trustee Recruitment Committee and attended one of the library's new book clubs and commented that she sees a lot of potential in them. D. Hawthorne attended the Cultural Centre mural unveiling and is also a member of the Trustee Recruitment Committee.

(b) InterLINK Report

T. Corr discussed items carried over from the last InterLINK meeting and shared an article from the Richmond News on the NewToBC Champions. She reported that the InterLINK board has an interest in Truth and Reconciliation and that there is an upcoming workshop with Harlan Pruden, a VPL trustee.

(c) BCLTA Report

C. Liu provided an on-table report on the BCLTA board retreat highlights and a community report for October noting that the \$20 Million in 2020 campaign received overwhelming support at UBCM. She informed the board that the BCLTA Conference is coming back to Richmond in 2020.

(d) Governance Committee Report

R. Leung provided a report on the highlights of the October Governance Committee meeting. The Trustee Recruitment Committee format and general committee compositions were discussed. The committee agreed to have three standing committees: Governance, Trustee Recruitment, and Personnel (Performance Appraisal Committee) in addition to the Fund Development Committee.

8. Chief Librarian's Report

S. Walters provided a report on the CULC Fall meeting highlights which had a large focus on intellectual freedom and freedom of speech. A number of libraries have been in the media recently in regards to controversial programs. There is a shift from collection challenges to program challenges.

S. Walters reported that the access to digital content for libraries is not improving especially with the news of an embargo on MacMillan Publishing beginning on November 1 which will see public libraries only being able to purchase one copy of any new eBook release and wait eight weeks before being able to purchase more copies. S. Walters noted that the letter of support from Richmond Mayor and Council on this issue was noted at CULC. Another letter asking for support will be forthcoming.

S. Walters was happy to report that the assessment of the Special Collection on Chinese Culture is progressing and to date, the project is on time and on budget. A more comprehensive report will be provided at next month's meeting.

9. Operations**Management Reports Included:****(a) Community Engagement Report**

A. Bechard and S. Walters have completed presentations to the School Board Liaison Committee, the Richmond Community Services Advisory Committee, the Child Care Development Advisory Committee, and the Richmond Intercultural Advisory Committee on a referral motion to promote library services to vulnerable youth. The message has been consistent and highlights the library's vision, mission, and values with a focus on how staff support vulnerable and at-risk youth and their families.

(b) Customer Experience Report

S. Rahman and staff did an analysis at the Ironwood Branch to determine what opening hours are the most beneficial for the community and how they align with our staff resources. The recommendation is to maintain the current operational hours of 9:00am to 9:00pm.

S. Rahman reported on the results of the six month trial period changes to the Rapid Read program. Circulation of titles increased an average of 106% each month during the same period in 2018. The changes will be maintained as they support our strategic goal of expanding access to programs, services and collections by improving the borrowing length, quantity and quality of bestseller selection.

(c) Information Technology Report

M. Ellis provided a report on the RFID implementation which will replace the barcodes as items identifiers. The change will expedite the checkout process for customers as multiple items can be read simultaneously and will simplify inventory, shelf-reading, and hold picking. The change will be gradual over the next few years as untagged items are weeded out or captured for tagging on return.

(d) Human Resources Report

I. Lee reported that a vacation scheduling committee has been created with staff representing different departments to work collaboratively towards revamping our current vacation scheduling process.

Service Area Reports Included:

- (e) Collections and Customer Service Delivery
- (f) Community Development and Service Design
- (g) Innovation and Learning Development
- (h) Information Technology Operations
- (i) Marketing and Public Relations

10. Items Included for Information

- (a) 2019 Board Calendar
- (b) 2019 Board Advocacy Opportunities
- (c) 2019 Board Work Plan
- (d) Friends of the Library Wish List for 2020 Purchases

D. Hawthorne asked about the modular wall-mounted learning activity centre. S. Walters noted that many libraries have these to support young children while allowing parents to spend reading time with their older children. A. Bechard noted that they provide different tactile opportunities for encouraging all children in their learning.

T. Corr enquired as to why Indigenous art did not make it into the wish list. S. Walters noted that as a community engagement project, staff are pursuing a partnership with the Art Gallery and Public Art that would engage a local Musqueam artist to create a piece of art over a significant period of time, resulting in a legacy piece of artwork for the library. The Friends have been asked to support a Siem-in-Residence, providing valuable learning opportunities for our community from three Musqueam Siems.

(e) Friends of the Library fund balances in RCF and VCF

V. Lai provided an account status report for the FOL Richmond Community Foundation and the Vancouver Community Foundation as requested at last month's board meeting.

11. Other Business/Discussion

(a) Suggested Dates for 2020 Regular Board Meetings

The proposed dates for the 2020 board meetings were discussed. D. Hawthorne requested that any meeting date changes be brought to the board sooner so that they can plan their schedules better. The Board agreed to move the January and February meeting dates one week earlier to accommodate the Ontario Library Association (OLA) Super Conference and the Public Library Association (PLA) Conference.

S. Walters asked the board to let her know if there are board trustees that would like to attend OLA Super Conference or the PLA conference.

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, November 27, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:20pm

CHAIR



CHIEF LIBRARIAN



A Closed Meeting Followed