
WEDNESDAY, FEBRUARY 19, 2020**5:30 - 7:30pm****Board Present:**

Robin Leung, Chair
Jordan Oye, Vice Chair
Caty Liu
Chaslenn Gillanders (via phone)
Denise Hawthorne
Denise Hui
Danielle Lemon (via phone)
Linda McPhail, Council Representative

Staff Present:

Anne Bechard
Christi Hrabowsky
Iris Lee
Mark Ellis
Shaneena Rahman
Victor Lai

Friends of the Library:

Bonnie Walker
Elaine Tsi

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Traci Corr

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.

Oye/Liu.....CARRIED

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

MOVED, THAT the minutes of the regular meeting of January 22, 2020 be approved as presented.

Liu/Oye.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

- (i) Letter from RCRG re: Richmond Christmas Fund Thank You
- (ii) Letter from Richmond Community Foundation re: 2019 Distributable Income

4. Education Session**(a) 2020 Education Session List of Topics:**

An outline of past and planned topics for 2020 education sessions was included. Guest presenters from the City of Richmond are scheduled for March and October. There were suggestions from the Board to have a presentation from a member of the Steveston Building Strategy Committee and for a refreshed Budget 101 presentation.

(b) Customer Service Strategy (S. Rahman)

S. Rahman presented on RPL's customer service strategy and highlighted the goals for the coming year in this area. In December, staff from all service areas attended a customer training session with Dr. Mark Colgate where he discussed the service values of the 3R's, (reliability, responsiveness, and relationships), and TOFU, (taking ownership and following up). Critical to

delivering on our strategic goals and priorities is to improve our customer service both externally and internally.

The presentation highlighted how RPL will address customer service issues such as barriers and negative transactions, communications, consistency, convenience, and evolving needs within our spaces. Training is being developed to help staff respond to different types of situations and we are initiating welcoming services so that staff can improve responses to community and vulnerable populations. Internal staff communications are being improved by reducing emails and having more in person conversations.

The Board were shown some examples of the new staff name badges which will be rolled out in Q1. These will help foster conversations as staff welcome customers. In Q3 there are plans to engage customers to obtain feedback and customer comment forms will be revamped. The Board asked how the library will measure customer satisfaction other than by the customer comment forms. S. Rahman replied that multiple areas of review and feedback will be determined. Some examples could include comment form review, feedback from the leadership team/supervisors as to staff feedback and observations, and a look at changes in the handling of incidents, (through incident reports).

The Board also asked how the customer service strategy will apply to the Minoru and Hamilton book dispensers. S. Rahman noted that we continually review the Hamilton pop-up library service, refreshing the collection and connecting community librarians with residents to offer programs of interest. The Minoru book dispenser is supported by community librarian delivered programs and services at the Senior's Centre and the collections are being refreshed weekly.

5. Community

(a) Councillor's Report

L. McPhail provided a report highlighting her attendance at Family Literacy Day on January 29 noting that there may be opportunities for the library to collaborate and partner with this program in the future. Richmond Olympic Oval has many planned activities surrounding the ten-year anniversary of the Vancouver 2010 Olympic and Paralympic Winter games.

She also provided an additional report on table on upcoming events including Mayor Brodie's 2020 Annual Address at the Richmond Chamber of Commerce, ERASE Bullying Day, and the launch of the 2020 Neighborhood Celebration Grant Program.

The Board discussed the motion regarding the Wet'suwet'en initiative coming forward to the General Purposes Committee meeting on March 2. C. Gillanders thanked L. McPhail for her support which resulted in changes to the Cultural Harmony Plan with regards to Indigenous initiatives.

L. McPhail left the meeting at 6:00pm

(b) Friends of the Library Report

B. Walker reported that the FOL is having a mini book sale at the Cambie branch on February 29 and the Annual Spring "Whale of a Book Sale" on March 28 and 29 at the Thompson Community Center. E. Tsi is participating in an interview by Fairchild Television for the Cantonese speaking audience and noted that they are very supportive of the FOL.

(c) Summary of Customer Comments Report

A summary of customer comments was included with a refreshed format. Feedback from the Board was very positive on the new report layout and the information provided. There was a brief discussion on library fines and whether having fines impacts circulation by having books returned. S. Walters noted that research has been done in other libraries and the finding is that there is little correlation between the two. More information on this topic will be shared in an upcoming education session.

6. Board - Items for Decision/Discussion

(a) 2019 General Operating Surplus Balance

V. Lai provided a balance and breakdown of the library's General Operating Surplus. The Board discussed the makeup of the surplus fund and options to improve the report format of the proposed projects table so that the Board can make decisions on expenditures based on the library's priorities.

(b) Special Collection on Chinese Culture

S. Rahman thanked the Board for supporting the Special Collection on Chinese Culture project. Phase one is completed with over 17,000 items categorized and assessed. From this, 96 special and rare volumes of books have been identified while others are being put into circulation.

The Board was requested to approve the estimated cost of \$15,000 for the next phase of the project which would have Mr. Jia Shen return and continue with a detailed assessment of the rare and special collections. This will provide the library with a full assessment report, evaluation of and individual value of each rare book series, and a subject value on each area of classification.

MOVED, THAT the Richmond Public Library Board approves the transfer of \$15,000 from the Operating General Surplus to fund the next phase of the Special Collections Project.

Gillanders/Oye.....CARRIED

(c) Branch Self-Checkout Replacement/RFID Migration

The library's self check-out system is more than ten years old and requires either a significant upgrade on the current system or replacement. M. Ellis provided a report on the cost of migrating to RFID technology and the benefits of this system, noting that it makes more sense to move to RFID as it is difficult to get parts and support for the current system and will be phased out. The new technology will allow staff to spend more time interacting with the community as automation improves check-out and check-in times.

The Board discussed the implications and the funding allocation options and inquired about maintenance costs and the lifespan of the new machines. S. Walters noted that the machines will be placed on an evergreen program similar to RPL's computer replacement program so that costs are budgeted for and occur in phases.

MOVED, THAT the Richmond Public Library Board approves the transfer of \$214,000 from the Operating General Surplus to fund the RFID Project.

Lemon/Oye.....CARRIED

(d) 5-year Donation Comparison

V. Lai provided a comparison report on donations received by the library from 2015-2019. There was a discussion on some of the platforms available to use to process online donations. The

newer platforms have better marketable features and are more user friendly for donors. Library management is investigating further.

(e) PSAB Related Party Transaction Declaration Letter

V. Lai provided forms for the Board Trustees to fill out annually as required by the Public Sector Accounting Board.

(f) OLA Super Conference and OLBA Bootcamp Report

C. Liu attended the Friday session of the OLA Super Conference and the OLBA Bootcamp which focused on board governance and the OLBA AGM. Topics included hiring, library leaderships and challenges, library design, strategies for impactful engagement, and a session on municipality and library relationships. She appreciated the opportunity to connect with other library professionals and trustees from across Canada and brought some examples marketing materials from vendors that she met.

7. Standing Items

(a) Roundtable Discussion

Around the table topics included Trustee attendance at the upcoming PLA Conference (Oye), community and library facility tours for the Steveston Community Center and Library Building Committee (Oye, Hui), Black History Month program participation (Hui), and parent committee involvement with the Aboriginal Enhancement Group (Gillanders).

D. Lemon noted an appreciation for the library's electronic resources and C. Gillanders shared some positive feedback on RPL's efforts with indigenous groups from an Indigenous support group worker in the community.

(b) InterLINK Report

No report

(c) BCLTA Report

C. Liu reminded the Board that registration is now open for the 2020 BCLTA Forum and AGM and included the online links for additional information. She provided a summary of the BCLTA meeting on February 4 noting the current initiatives that they are working on including a final push on the \$20M in 2020 Campaign, a board assessment, an updated guide on BC Public Library Governance, and a wording commitment statement to be proposed to the Ministry of Education for further development asking for ongoing support of public library board excellence across BC.

(d) Governance Committee

The date for the next Governance Committee meeting is tentatively set for Saturday, March 7 from 9:00 - 11:00am.

8. Chief Librarian's Report

S. Walters reported on her attendance at the OLA Super Conference. Sessions of note that she attended included; artificial intelligence (CPL's Scout), brand communication, and new approaches to hiring. She enjoyed participating in a panel presentation with two other CULC CEOs and as a past graduate and member of the Steering Committee, celebrating A. Bechard's graduation from the CULC Public Libraries Leadership Program.

S. Walters informed the Board on upcoming conferences and events including the BCLA Conference and AGM, BCLTA Forum and AGM, and Mayor Brodie's annual address at the Richmond Chamber of Commerce.

9. Operations

Management Reports Included:

(a) Community Engagement

A. Bechard reported on her attendance at the OLA Super Conference and the sessions that she attended along with the key concepts and how RPL might consider implementing some of these concepts. Topics included empathy, gender equality, and racism.

Service Area Report Highlights:

(b) Collections and Customer Service Delivery

W. Jang reported on new initiatives in response to community needs including outreach to Jewish seniors, online tutorials on the National Research Council of Canada electronic access to various national codes in Canada, and upcoming improved changes to the No Fixed Address Library Card.

(c) Community Development and Service Design

L.A. Smith reported on spring break programming for children and youth, the launch of the new RPL book dispenser at the Seniors Centre at the Minoru Centre for Active Living, and activities being planned for National Volunteer Week in April.

(d) Innovation and Learning Development

L. A. Smith reported on the results of the adult programming survey that was conducted at the community branches in December and January. The library has added two new Ultimaker 2.0 3D printers and staff have created online training modules and will launch in March.

(e) Information Technology Operations

A. Chi reported on the testing and deployment of Power Buddy, the portable power bank chargers which will be located in the Brighthouse branch, with possible future expansion to branches. M. Ellis showcased the charging station at the Board meeting and gave trustees a demonstration on how to use it.

(f) Marketing and Public Relations

S. Vokey reported on the various social media campaigns and planned events coming up in the next few months. Statistics for the print and online press and media coverage were also provided.

10. Items Included for Information

(a) Draft 2019 Provincial Grant Report

A draft of the report was provided to the Board with the final version due March 2. All libraries in BC must submit this report each year. S. Walters acknowledged S. Vokey for supporting the preparation of the report.

(b) 2020 Board Calendar

(c) 2020 Advocacy Opportunities and Events

S. Walters asked the Board to connect with C. Hrabowsky if they are interested in attending any of the events and noted the Board's decision at the January meeting to have a fresh and more

meaningful approach to trustee photos instead of organized group photos as part of RPL's social media campaign

(d) 2020 Board Workplan

11. Other Business/Discussion

None

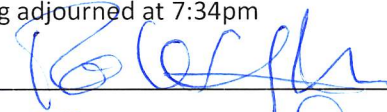
Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, March 25, 2020 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:34pm

CHAIR



CHIEF LIBRARIAN



A Closed Meeting Followed