

**RICHMOND PUBLIC LIBRARY BOARD**

**Wednesday, July 27, 2011**

Present: Pat Watson, Chair  
Mark Bostwick  
Diane Cousar  
Sanjiv Khangura (left at 6:45)  
Susan Koch  
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Councillor Linda Barnes  
Dulce Cuenca  
Peter Kafka, Vice Chair

**BUSINESS SECTION**

1. Call to Order

The meeting was called to order at 5:35 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

BOSTWICK/TANG.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of June 29, 2011 be approved as presented.

KOCH/BOSTWICK.....CARRIED

4. Business Arising

(a) A report of outstanding items to be brought forward was included for information.

5. Correspondence

None

**EDUCATION SESSION**

6. (a) An outline of topics completed and planned for future was included for information.

- (b) Virginia McCreedy demonstrated “CHAMO”, the new online catalogue launched on Monday, June 20th. Our vendor (VTLIS) has stopped supporting the old catalogue, so we chose a new catalogue that would add modern functions that our customers have come to expect.

Virginia walked the Board through several features:

1. The first screen has more options - more merchandising and less like Google.
2. Customers can see books on order and place holds on them.
3. The search box appears on each page. Using “additional terms” helps to limit the search. There’s also an advanced search option.
4. There is a mobile interface for users with smart phones, tablets, etc.
5. Log in to search for what you like and click “save as my search” – the next time you log in this will be your catalogue home page.
6. RSS feeds will notify you whenever there’s a change to a page at the click of a button.
7. Rate books and write reviews.
8. Share a title via Facebook, Twitter, email, etc.
9. Create a list of materials such as “To Read”, “To Watch”, etc. by putting the title in your cart and saving it to a list.
10. Create tags for your materials – human terms that people actually use that make searches easier.
11. Review your reading history, available starting at the launch date.
12. Virginia compared the “My Account” features in each catalogue and noted that this feature from the old catalogue has been reinstated, as it provides far superior service.

The transition has been a bit troublesome as customers are understandably vocal about the features they were used to that can’t be done (yet) in CHAMO. The extent of customizations done by Mark Ellis and their success became very clear with implementation of the new catalogue.

Greg noted that the vendor is making improvements based on our ongoing comments and after about 1 year we will revisit the catalogue functions to see what further RPL customizations are still needed. In that time our customers will have learned how to use all the new features and experienced their value. The goal is to have a catalogue that is better than we had before.

## **STAFF OPERATIONS**

### **7. Summer Reading Club/ Adult Reading Club**

Susan Walters reported that over 200 adults registered for Adult Reading Club, and so far 17 have written reviews.

### **8. Second Quarter Statistics**

- (a) Quarterly statistics for the period April to June 2011 were provided. The Board discussed the different population figures used. The map is based on 2006 census data and will be revised when 2011 census numbers are released.

- (b) The financial report for the period January to June 2011 was provided. Greg reported that the large revenues were received this week.
- (c) A human resources activity report for the period January to June 2011 with comparative statistics for previous years was included.

9. Celebrate Canada Fair

Wendy reported that over 2,600 people attended the celebration for Canada Day and Canadian Multiculturalism Day held on Sunday, June 26<sup>th</sup> at Brighthouse Branch. Wendy thanked all the trustees who were able to attend, staff who assisted, and partners for their support.

10. Chinese Book Fair

Wendy reported that the Xinhua Bookstore (Canada) held a Chinese book fair on July 21 – 25 and donated 1,000 books to the library. We also purchased more materials for our power walls. Five other libraries were invited to purchase materials for their collection. Customers lined up on the first day and traffic was steady for each day. As the book fair was successful all participants are considering another event in 2012.

11. Chief Librarian's Verbal Report

Greg reported that Mr. Lee donated his personal collection to the library, an estimated 35,000 to 40,000 books in Chinese. The collection will be moved to the library, valued for tax receipt purposes, processed and an inventory created. We anticipate that this will take some time due to the volume of books and complexity of the collection. Greg noted that he will put an additional level submission into the 2012 budget to assist with adding these materials to our collection.

The Board discussed this excellent opportunity to re-establish our Chinese language collection as the premier collection in the lower mainland, and associated fundraising opportunities.

**COMMUNITY**

12. Report from Councillor Barnes

No report.

13. Friends of the Library

Betsy Blair reported that Kin's Market held a donation drive on behalf of the library last weekend. The Friends attended to connect with the community, collect books and cash donations. Over \$150 was raised at this event.

14. InterLINK Report

Mark reported that the next meeting is scheduled for September 27, 2011.

15. British Columbia Library Trustees Association Report

No report

16. Customer Comment Forms

Pat noted that the customer comment forms were on table for review.

(a) Summary of Comments

The summary of comments is included for information.

**BOARD**17. Items for Decision and/or Discussion

(a) Fund Development Status Report for July 2011 was included.

- i. Ruth Collison will join us in September celebrate the addition of the John Collison Community Development Collection.

(b) Policy Development Status Report for July 2011 was included.

- i. The Table of Contents to the *Privacy Guidelines for British Columbia Libraries* were enclosed, split into 4 sections. A discussion paper about each issue, how the library handles it and risks involved will be added at opportune times to the agenda over the next few months.

(c) Strategic Planning Status Report for July 2011 was included.

- i. The last draft Strategic Plan was enclosed. A few photographs will be updated and the final version produced. Distribution will focus on web version.

(d) An email from Simon Tang regarding quarterly reports for Information Technology governance was included. The report would include risks and high level governance issues. Greg will prepare the first report for the next meeting to clarify topics. The Board discussed IT governance reporting as a possible topic at the next BCLTA conference.

18. Items for Information

(a) A list of trustees eligible for reappointment in 2012 was included. Mark, Sanjiv and Simon confirmed they would apply for appointment to another 2 year term.

(b) An email from Jan Harder, former Canadian Library Trustees Association President regarding dissolution of the CLTA and the proposed Trustee Network was provided.

(c) *Feliciter*, Vol. 57 No. 3 (2011) was included.

(d) The calendar and work plan were included.

19. Other Business

None.

20. Date of Next meeting

The next meeting is **Wednesday, September 28, 2011**. 5:00 to 6:00 Tea for Ruth Collison to celebrate the John Collison Community Development Collection.

6:00 to 7:30 regular meeting

Adjournment

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

CHAIR *Pat Nelson*

CHIEF LIBRARIAN *Greg Turner*