

WEDNESDAY, MAY 29, 2024
5:30PM - 7:30PM
Brighthouse Library Board Room

Board Present:

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

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Charles Leung
Lucy Fox
Shaneena Rahman

Friends of the Library Present:

Debby Newton

Guests:

Natalie Hill, SPUR Communications Inc.
Community member

1. Call to Order and Welcome

The meeting was called to order at 5:33pm, with C. Liu providing the welcome.

2. Approval of Agenda

A. Singh requested to adjust A. Singh to A. Sandhu in 7.0a.

MOVED: THAT the agenda be approved as presented.

S.Mehri/A. Sandhu.....CARRIED

D. Hui joined the meeting at 5:34pm.

3. Business Section

(a) Approval of Meeting Minutes

MOVED: THAT the minutes of the regular meeting of April 24, 2024, be approved as presented.

A. Singh/A. Sandhu.....CARRIED

(b) Business Arising

None.

(c) Correspondence

None.

4. Presentations

(a) Richmond Public Library Strategic Plan 2024-2028

N. Hill presented the Strategic Plan, noting that while the vision and mission remain unchanged from the previous plan, the values have been adjusted. Each value now has a definition, which can be included in the plan for clarity. The new plan identifies 23 priorities under 4 key strategic themes. N. Hill noted that the priorities are currently organized around the customer life cycle.

Y. Yong joined the meeting at 5:41pm.

In response to a question from the board, it was clarified that the time column in the plan indicates the duration of tasks rather than the specific year they should be addressed, and the impact column relates to the community impact.

A member of the public joined the meeting at 5:47pm.

The board noted their support for the statement regarding relationships with the Musqueam Nation and A. Sandhu noted particular appreciation for the wording “moving at the pace of trust”.

N. Hill re-clarified the impact scale for Trustees, emphasizing its consideration of the effect on equity-deserving groups and the broader community. This led to a discussion about the value of qualifying impact, highlighting its importance in resource allocation and operational planning.

The Board noted the importance of distinguishing between strategic priorities and operational tasks. Staff will take the strategic content and operationalize it (including a review of the impact and time columns), bringing it back to the Board for review; this included particular discussions around priorities like environmental work and Truth and Reconciliation.

The board discussed the importance of intellectual freedom, ultimately deciding to make it a separate goal rather than a priority under customer service. A suggestion was made to place foundational pieces like intellectual freedom higher up in the strategic goals.

Regarding the new North Star, three options were reviewed, and a combined version was agreed upon. It was determined that fun is an important value and it can be highlighted through branding and marketing rather than being explicitly stated in the North Star.

The Board agreed to review an updated copy of the Strategic Plan prior to the next meeting and approve by email motion to ensure this project continues on its projected timeline.

MOVED: THAT the motion to approve the Strategic Plan be moved to email.

A. Singh/J. Gervès-Keen.....CARRIED

N. Hill left the meeting at 6:45pm.

C. Liu suggested a break at 6:45pm. The meeting reconvened at 6:48 pm.

(b) Cybersecurity at RPL

C. Leung presented on cybersecurity initiatives at RPL, including: milestones for mitigating cybersecurity incidents, information on RPL’s safeguards against cybersecurity threats, plans for additions to RPL’s cybersecurity, and implementation timelines through 2024 and 2025. He also noted the need for ongoing policy and procedure reviews in conjunction with cybersecurity upgrades, and highlighted that these are living documents as IT programs and processes change.

A. Singh inquired about any history of incidents at RPL or libraries generally. Staff noted recent incidents locally and nationally. There have been no incidents at RPL.

Y. Yong asked about safeguards with third-party services. Staff explained that all live data connectivity has to be encrypted, and contracts with vendors include an insurance policy and

ownership of data clauses; service agreements are carefully reviewed and approved by City solicitors as part of the procurement process.

Cllr. Au inquired about this work's financial impact, noting the costs of preventative measures. Staff explained that funding has been reallocated to support current work; the operational budget will be reviewed for coming years.

5. Community

(a) Councillor's Report

Cllr. Au shared that the Richmond Neighbourhood Block Party program is open for applications with the objective of enhancing neighbourhood relationships and connections. The \$500 grant can be used for various things including marketing materials, event insurance, food, rentals, supplies, etc. Once approved, these events are promoted by the neighbourhoods themselves.

The updated Richmond Community Wellness Strategy has just been released, focusing on physical, emotional, and social wellness; the library is highlighted throughout the report. Cllr. Au noted the impressive, comprehensive program offerings across the city. One section also speaks to the impact of COVID-19 on mental health in the region. A copy of the report was presented on table for sharing with the Board; the hard copies and online versions are not yet available. Discussion continued around the recent statistics that Richmond is the city with the longest lifespan in Canada, and that it is one of the most active communities.

(b) Friends of the Library (FOL) Report

FOL is hosting a sale June 1-2 at the Cambie library. The store will also be open on both days. The FOL Executive has also passed a policy whereby no volunteer can work alone at the bookstore, for safety and security. This procedure was already happening organically, but has been formalized, and will not impact staffing needs at the store.

(c) Summary of Customer Comments

None.

6. Board – Items for Decision and/or Discussion

(a) Draft 2023 Richmond Public Library Annual Report

Committee members commended the design and feel of the report, with particular appreciation for the infographic outlining the value of an RPL card; Y. Yong noted that this would be useful in garnering donor support. It was noted that the lighter green headings be reviewed for legibility before printing. No other edits were noted.

(b) Governance Committee Summary

Y. Yong noted that policy design templates and numbering will be updated for upcoming meetings.

C. Liu requested that, given earlier Strategic Plan discussions, a policy for email motions be added to the library's policy manual.

i. Policy Framework

Committee members explained that this new framework will help structure and standardize how policies are created. The mandatory review period has been set at five years, but this is open to adjustment if requested by the Board; this five-year time frame—

given the current, staggered review of all policies—will ensure that individual policy review is also staggered in future years. Health and Safety policies, as per regulations, will be reviewed annually.

ii. Policy Review Checklist

The Committee shared that this checklist has been updated from a previous iteration with several new considerations. C. Liu suggested removing the duplication of Q10 and Q11 and D. Hui suggested revising Q12 and Q13 so that they can be answered Y/N.

iii. Board Policy Manual TOC List

None.

MOVED: THAT the Richmond Public Library Board adopt Policy Framework and accompanying Policy Review Checklist for use in policy development.

S. Merhi/D.Hui.....CARRIED

7. Standing Items

(a) Roundtable Discussion

i. BC Library Conference highlights (D. Hui, A. Sandhu, and C. Liu)

A. Sandhu shared the discussions from various sessions around the challenges libraries face around staffing to support the community and resourcing. Key takeaways included leveraging partnerships and existing resources rather than reinventing solutions. A. Sandhu shared how Vancouver Public Library exemplifies reciprocity and reconciliation by distributing crocheted red dresses and orange shirts as pins, which staff have created. She also highlighted further partner resources for children, including materials on grief for both classrooms and staff, emphasizing the importance of realistic service provision and guiding customers to appropriate resources and external partner supports.

D. Hui provided feedback on the Trustee Onboarding session presented by BCLTA Executive Director Vea Coronado, noting the addition of slide decks to the Board SharePoint; the session stressed the importance of ongoing training for Trustees, covering fiduciary duties, strategic vision, and leadership. She also highlighted the session on Working Together: Library Board and Staff presented by Laura Vilness, Board Chair, Pender Island Public Library, which emphasized the need for measurable actions in a Strategic Plan and the importance of regular reviews and updates; the session encouraged prompt post-meeting follow-ups to ensure continuity of work, which RPL does well. C. Liu noted that V. Coronado is invited to the July meeting to discuss BCLTA's new initiatives and directions.

C. Liu shared her experience with RPL Children's Librarian Ginny Dunnill's presentation on RPL creative programs, which led to an award at BCLTA. She also attended a crisis management session about Drag Queen Storytime from Okanagan Public Library, which outlined communication strategies and the importance of neutrality. Additionally, she attended an Equity, Diversity, and Inclusion presentation from Burnaby Public Library, which discussed climate audits, cultural shifts, leadership impacts, and inclusive hiring practices, particularly concerning neurodiversity considerations in interviews.

Overall, the conference provided valuable information, and C. Liu encouraged Trustees to attend next year.

(b) Steveston Community Centre and Library

S. Walters noted that staff are working on two reports intended to go to Council for decision in July.

(c) InterLINK Report

S. Merhi shared that Ben Hart from NewToBC presented on the role of libraries for newcomers and how libraries can be advocates for newcomers.

InterLINK is also undertaking an accessibility audit with Sparc BC; various libraries shared ideas around accessibility and meeting the community where they gather, including a pop-up at a mall, a satellite library in a new housing area, and serving popcorn during strategic planning to entice participants and incorporate some fun, and another library noted that they have hired security for their locations, for increased staff support in challenging situations.

(d) Finance Committee

None.

(e) Fund Development Committee

None.

(f) Governance Committee

None.

(g) Strategic Planning Committee

None.

(f) Trustee Recruitment Committee

None.

8. Chief Librarian's Report

Four reports will be going to City Committees and Council in July, including the Strategic Plan and Annual Report; these are currently being written and finalized. Staff are also focused on Human Resources services.

9. Operations

(a) Collections and Customer Service Delivery

D. Hui enquired about the timeline for the implementation of the request for reconsideration form. Staff shared that it is in final review, with implementation imminent.

A. Singh inquired about Summer Reading Club themes this year. Staff outlined the three streams:

- The adult summer reading program, Richmond Reads, will highlight Daniel Kalla's newest book, *High Society*.
- The theme for BC Summer Reading Club, available province-wide for children, is "World of Curiosities".
- The teen Summer Reading Club, which is RPL-specific, highlights mythology and features artwork by a Richmond student.

Staff also noted a collaboration beginning between library, City, and Richmond Oval staff to incorporate physical literacy into this year's Summer Reading Club program.

A. Singh asked about outreach to schools to promote the program. Staff noted that 19 elementary schools have booked visits to the library, with more to come.

(b) Community Development and Service Design

D. Hui inquired about the Indigenous Kits, and what they include. Staff shared that these and the Indigenous Perspectives Collections were developed pre-pandemic with guidance from Musqueam cultural advisor Terry Point. The kits available are: Learning Kits – Coast Salish, Learning Kits – Métis, Learning Kits – Residential Schools, and Indigenous Perspectives Collections for Kids and Adults.

(c) Customer Experience and Community Branch Services

None.

(d) Innovation and Learning Development

None.

(e) Information Technology Operations

None.

(f) Marketing and Communications

None.

10. Items Included for Information

a. Memo re. Intellectual Freedom Workshops

S. Walters asked all Trustees to put this event in their calendars as it will be a great learning opportunity for the board, staff and community.

b. Memo re. Service Outage

None.

c. Memo re. BCLA Conference 2024

None.

d. Reminder: Indigenous Author Series events June 8-20

None.

e. Reminder: New to BC Library Champions celebration on June 6

The Library Champion event will be hosted from 5:30-8:00pm on June 6 at Vancouver Public Library's Central Library. Registration is required and staff will ensure this information is provided on the Board SharePoint. J. Gervès-Keen noted that she can attend and can drive other Trustees.

f. CFLA Position statement on the status of school librarians in Canada

S. Merhi asked how RPL is implementing these statements. S. Walters shared some of CFLA's history, and noted that these statements are primarily for Board information and context on school libraries, rather than operational implementation.

g. CFLA Intellectual Freedom Committee Statement on labeling

Trustees discussed the labeling of the kits available at RPL. Staff noted that the library is always mindful of labeling content appropriately and thoughtfully.

11. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, June 26, 2024, at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 8:02pm.

CHAIR



CHIEF LIBRARIAN



