

WEDNESDAY, JUNE 26, 2024
5:30PM - 7:30PM
Brighthouse Library Board Room

Board Present:

Caty Liu, Chair
Denise Hui, Vice Chair
Jennifer Gervès-Keen
Ashley Sandhu
Angeline Singh
Yvonne Yong (Virtual Attendance)

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Sherine Merhi
Chak Au, Council Liaison

Guests:

Alan Hill, RMCS

Staff Present:

Anne Bechard
Charles Leung
Lucy Fox
Eva Yu
Angela Lee

Friends of the Library:

Debby Newton

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

MOVED: THAT the agenda be approved as presented.

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

3. Business Section

(a) Approval of Meeting Minutes

MOVED: THAT the minutes of the regular meeting of May 29, 2024, be approved as presented.

J. Gervès-Keen /A. Sandhu.....CARRIED

(b) Business Arising

June 7, 2024 – e-Motion approved: THAT the Richmond Public Library Board approve the content of 2024-2028 Richmond Public Library Strategic Plan as presented through email on June 3, 2024.

(c) Correspondence

None.

Y. Yong joined the meeting at 5:36pm.

4. Presentations

(a) Richmond Community Protocol (A. Hill)

The anti-racism protocol previously presented is now in its second version, with updates provided annually going forward. Recent updates incorporate new definitions, a Victim Resource Guide, and a Community Response Chart, created in consultation with various community groups. The protocol aims to help organizations respond to racism effectively, and a guide for staff and

community leaders has been developed to provide accurate information and training for real-time responses to racism.

The initial version was not adopted by the library as it was felt that more meaningful engagement with Indigenous and Muslim communities, among others, was necessary. As this engagement is taking place, adoption of the updated protocol now would lead to internal discussions on implementation, including any potential trainings around diversity, equity and inclusion.

MOTION: THAT the Richmond Public Library adopt the Richmond Community Protocol, Responding to Racism and Hate.

A.Sandhu/J. Gervès-Keen.....CARRIED

(b) Richmond Public Library Programming Strategy (A. Bechard)

Library programs cover health, education, business, technology, and more, aiming to enhance quality of life and societal options for the community. Staff use various processes to assess needs, ensure accountability, and support diversity of ideas and intellectual freedom. Regular evaluations ensure programming remains relevant and effective. Similar to the collections strategy, this strategy will be available on the website for public access, and used by staff.

Staff shared further information on addressing programming gaps, particularly for vulnerable and newcomer populations. There has been a recent increase in attendance at children's programming, partly due to standardized Storytimes, and expanded seniors' programs. Currently, staff are duplicating popular technology programs to accommodate waitlisted community members. In cases of last-minute cancellations, staff call to confirm attendance to allow waitlisted individuals to participate, and they collaborate with marketing to incentivize attendance. Staff are also implementing metrics and analytics programs to enhance data-driven program development and understanding.

5. Community

(a) Councillor's Report

None.

(b) Friends of the Library (FOL) Report

There will be a book sale on July 6. The FOL had hoped to host it as a sidewalk sale but were not able to obtain insurance in time. The FOL, library and city have since developed a timeline and process for future events. The recent book sale at Cambie Library had a great turnout, with staff and FOL connecting with many new people.

The FOL also noted an interest in inviting RMCS to a future local event to present on the above-mentioned anti-racism protocol.

(c) Summary of Customer Comments

None.

6. Board – Items for Decision and/or Discussion

(a) Risk Management and Liability Update (E. Yu and C. Leung)

This report is prepared annually and reviewed by the Board to ensure accuracy and adjustments. The board appreciated the comprehensive chart, which includes non-traditional risks. Trustees inquired about key person risk, to which staff noted the importance of succession planning in being able to minimize the impact of a key individual's absence on the organization.

(b) 2023 Annual Report Video (L.Fox)

The annual report, accompanied by this video, will be presented to Council on July 8. The video will be posted on the RPL website after the Council meeting, and staff will consider short videos to visually communicate progress on new Strategic Plan goals and priorities to our community.

(c) 2024-2028 Strategic Plan (S.Walters)

Design has been approved and the next step will be communicate the new strategic plan to staff, then community, starting in July. Management will host information sessions as part of the internal rollout.

7. Standing Items

(a) Roundtable Discussion

J. Gervès-Keen attended the NewToBC celebration, praising the program and noting that three participants were offered permanent positions at the libraries where they volunteered. The program effectively connects with the community, offering learning opportunities and potential employment; NewToBC is awaiting federal funding for the next four-year cycle. After connecting with Richmond Library Champions at the event, S. Walters shared that staff are planning for French Storytimes at RPL and that two of RPL's Library Champions will start as auxiliary customer service clerks in August.

Y. Yong attended the Doors Open event, visiting the Armory and Minoru Chapel. S. Walters suggested a future behind-the-scenes library tour for the Board, similar to RPL's Doors Open tour.

(b) Steveston Community Centre and Library (D. Hui)

Construction continues. Report review and City approval are pending, with updates to be shared via email or at the next Board meeting. A dedicated project webpage will be featured on Richmond.ca, and there will be a booth at the Salmon Festival.

(c) InterLINK Report

None. Next meeting is on September 24.

(d) Finance Committee

None.

(e) Fund Development Committee

None.

(f) Governance Committee (Y.Yong)

Committee is working on drafts and updates for upcoming meeting, and focusing on integrating the Strategic Plan's new north star into governance policies, including an emphasis on intellectual freedom.

8. Chief Librarian's Report

With the support of the Public Libraries Branch, the Association of BC Public Library Directors and the BC Library Trustee Association are looking into facilitated workshops on best practices related to succession planning for Chief Librarians/Directors and library boards. InterLINK will be supporting accessibility audits through SPARC BC; RPL is scheduled to participate in audits on built environment

accessibility, technological accessibility and human resources accessibility from April to June 2025. Other upcoming audits include social and attitudinal and programs/services accessibility. These will start in July, with 7 library systems, as selected by InterLINK for diversity.

The library has received communication from two different individuals regarding possible donations for our collections. The Collections Team reviewed both offerings, but recommended declining them due to their scholarly and research nature, the space required to house the donations, and the cost of adding these materials to our popular reading collections. We will notify them of our decision and where possible, suggest alternative contacts.

The library will be present at Salmon Festival, with a small section of the Steveston Library serving as a quiet space for community members.

9. **Operations**

(a) Community Development and Service Design

None.

(b) Collections and Customer Service Delivery

None.

(c) Customer Experience and Community Branch Services

None.

(d) Innovation and Learning Development

Staff clarified that Makers Making Change focuses on 3D printing to design and create accessible devices.

(e) Information Technology Operations

None.

(f) Marketing and Communications

None.

10. **Items Included for Information**

a. Community Services Connectors Program Pilot Update

None.

b. Indigenous Author Series Feedback (A. Bechard and L.Fox)

Staff shared learnings, noting the support of the Manager of Indigenous Relations at the City of Richmond the library's role to ensure our due diligence and collaborate with various Indigenous authors and artists.

c. BC SRC Launch Event with Science World: Tuesday, July 9, 2:30-3:30pm

Minister Kang has confirmed attendance, and the invitation is open to Council as well.

11. **Other Business**

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, July 31, 2024, at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:13pm.

CHAIR



CHIEF LIBRARIAN

