

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, November 30, 2016

Present: Simon Tang, Chair
Susan Koch, Vice Chair
Chak Au, Council Representative
Traci Corr
Diane Cousar (left at 7:00)
Chaslynn Gillanders
Robin Leung
Jordan Oye
Arseniy Shchedrinskiy

Greg Buss, Chief Librarian and Secretary to the Board
Susan Walters, Deputy Chief Librarian

ACTION

1. Call to Order

The meeting was called to order at 5.30 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

CORR/SHCHEDRINSKIY.....CARRIED

EDUCATION SESSION

3. (a) An outline of educational session topics was included.

(b) Melanie Au reported on Project LLEAD (Library Leadership Excellence and Development), in which she participated this year. Her year-long project was to create the Refocused Children and Family Services Plan. Melanie presented the draft version to the Board last March and will have the final plan ready in January 2017. Tonight's presentation is also her end-of-class presentation this coming Friday.

Melanie is focussing on how to get the message outside the library, looking at new studies and information and working with the Marketing Team to deliver the message.

BUSINESS SECTION

4. Approval of Minutes

(a) MOVED: That the minutes of the regular meeting of October 26, 2016 be approved as presented.

COUSAR/OYE.....CARRIED

(b) MOVED: That the minutes of the closed meeting of October 26, 2016 be approved as presented.

COUSAR/OYE.....CARRIED

5. Business Arising

None.

ACTION

6. Correspondence

- (a) A letter dated November 7, 2016 from Greg Buss was included, announcing his retirement. Greg's last day will be January 20, 2017.

COMMUNITY7. Report from Councillor

Councillor Au noted that city staff are preparing the 2017 budget. Councillor Au is hopeful that Council can restore some operating hours.

8. Report from the Friends of the Library

- (a) A letter dated October 31, 2016 to Major and Council was included, supporting the library's request for increased funding to maintain original open hours, maintain staffing and increase material available with a petition of names gathered at book sales.
- (b) A letter dated November 21, 2016 from Jane Fernyhough, Director, Arts, Culture and Heritage was included, acknowledging the letter and petition.
- (c) Betsy Blair reported on the November 19, 2016 AGM. A large number of the wish list items were approved for support. The Friends will present a cheque for \$32,000 at the January meeting. Greg encouraged all Board to become members of the Friends of the Richmond Library Society. Betsy reported the next big sale is March 25/26, 2017.

9. Customer Comment Forms

A summary of comments was included for information.

A letter dated October 19, 2016 regarding a customer complaint about organization of library material, and a response dated October 24, 2016 were included. Susan confirmed that this customer uses the Steveston Branch. Staff offered a personalized tour to make finding books easier for this customer.

BOARD10. Items for Decision/Discussion

- (a) A Report to the Finance Committee dated October 28, 2016 "Impacts of Proposed Library Budget Increases" was included.
- i) The 4-page cover report written by City staff recommends that the three requests totalling \$600,000 be considered in the 2017 budget process. The supporting report written by library staff was reviewed by the Board at the October meeting.
 - ii) An excerpt from the November 7, 2016 Finance Committee minutes was included. The budget will be discussed in early December.

Greg noted the discussion at the November 14, 2016 Council Meeting is available on video and encouraged all to view it:
(http://richmond.ca.granicus.com/MediaPlayer.php?view_id=1&clip_id=165 beginning at 1:12:30).

ACTION

(b) 2017 Operating and Capital Budgets.

- i) A report to the Finance Committee dated November 18, 2016 was included.
- ii) An additional level request for expanded Children and Family Services was included.
- iii) An additional level request for expanded Senior Services was included.

The Board asked about bargaining. Greg noted that anticipated increases are factored into the current budget and that the Board approves the collective agreement negotiations. Revenue projections include the same trends we've been experiencing, including a decrease in fees.

(c) The Chair made the second call for Trustees interested in standing for 2017 Chair and Vice Chair. Susan Koch indicated interest in standing for Chair. Diane Cousar nominated Robin Leung for Vice Chair, and Robin accepted.

(d) The Ministry of Education Libraries Branch document *Inspiring Libraries, Connecting Communities: A vision for public library service in British Columbia* was enclosed. This is a high level report, not a strategic document. The Board asked how we can use the information and fit it into our Strategic and Long Range Plan. Susan Koch noted that the BCLTA Board had reviewed the report as well and found it high level.

(e) The 2016 Self-Evaluation Survey results were attached for comment.

#5 Education sessions. Simon asked what suggestions the Board have to improve these sessions. Board members noted they find them helpful. If we didn't have them, they would miss valuable context. These sessions are helpful for advocacy too, as they provide an inside perspective of what went well and not so well. The Board asked that education sessions be kept to 15-20 minutes and allow for feedback. The Board prefers presentations and asked that the education session materials be put on the Blog for future reference.

#6 Chief Librarian's annual performance review. The Board will update the job description for the Chief Librarian.

#9 Progress in achieving goals. The Board asked for more review of progress in 2017. Check boxes on reports are helpful but do not indicate priority or prominence.

#14 Advocacy for long term capital requirements. The Board felt they need better understanding of how to provide effective advocacy.

#29 Add the comments to the Board's work plan for 2017 and use these comments to prepare education sessions.

(f) Shaneena Rahman's report recommending upgrading the Board table to support electronic devices as a project for the 2016 Board donation was included. This project would include surface mount outlets for power, network, telephone and USB ports. Estimated costs would be approximately \$2,000 plus taxes.

Updated "Celebrate with Books" brochures were presented on table, in response to the Board's suggested edits last month. The Board's policy is that a tax receipt is issued for any donation \$10 or more.

ACTION

Donors can specify a book, indicate the text for a name plate in the front of a book, and be offered first access to the material if they wish. Donations can also be made online or at the front desk, using credit card, debit card or cash. The Board asked how much is raised by the Celebrate with Books campaign. Greg noted this campaign raised less than \$15,000 to date.

(g) 2017 Conference Planning

- i) The conference attendance and travel policy was included for reference.
- ii) A list of upcoming 2017 conferences was included for information.
- iii) OLA Super Conference

Susan Walters noted that several staff will attend the OLA Super Conference from January 31 to February 4. Staff also plan to tour several Toronto Public Library branches as a group.

Susan Koch and Jordan Oye expressed interest in attending this conference.

INTERLINK

11. InterLINK Report

Robin Leung reported that the 2017 provisional budget was passed and will be presented to the Board at our January 2017 meeting. The highlight is a 1.6% increase to members levies, the first increase since 2014. The next InterLINK meeting is in February 2017.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Susan Koch reported that the 2017 Conference is the evening of April 21st and all day April 22nd. BCLTA is working on their Strategic Plan and continuing to advocate with Libraries Branch. Susan asked that if any Trustee is interested in serving as the BCLTA representative in 2017 to let her know.

- (a) The November 2016 Bulletin was included.

STAFF OPERATIONS

13. Deputy Chief Librarian's Report

- (a) Susan reported that the Launchpad furniture orders were placed, the architect selected, building permits secured and pricing from contractors is expected on December 1st. This renovation will start in January and be complete late February. All staff have been informed.

14. 2016 Employee Survey

- (a) Susan reported an 88% response rate. Group 1 (Circulation) decreased in positive responses. This is the group most impacted by the branch hours change. Further redactions to the comments are necessary to comply with our respectful workplace policy, and then the comments will be circulated to staff.

Susan noted that an action plan to address concerns will be developed in the new year. Serious consideration of the comments and identification of pain points and road blocks, diagnosing problems and producing effective solutions will take time. Senior staff will focus on this and take action.

ACTION

Greg noted that the response to the 2014 survey targeted specific issues and we saw improvements in those areas.

(Diane left at 7:00 pm)

Susan will prepare a plan in response to the survey results and bring to the Board in early 2017.

15. Program Reports

- (a) Lee Anne Smith's report on Adult Programs and Events and Outreach was included. Lee Anne noted the growth in number of Adult programs and number of attendees are significant. Staff are looking at ways to analyse differently and describe positive outcomes.

This year's focus was on Newcomers, Seniors and Youth.

- (b) Melanie Au's report on Children and Family Services Programs was included. Melanie reported that programming was unconventional, addressing specific demographics to support physical literacy and education.

16. Project Report

- (a) Ping He's report on Patron Initiated Interlibrary Loan was included. We are currently using staff initiated service. This change to the process will have the customer doing the front-end work, which is more convenient to them, faster, and will provide improved features such as notification emails. Staff workload should not change significantly, as the anticipated increase in loan volume is balanced by reduced work on the request process.

ITEMS FOR INFORMATION

17. 2016 Audit Preparation. The agenda for the planning meeting held October 24, 2016 and the Audit Planning letter dated November 7, 2016 were included for reference. There is no further work for the Board at this point. The Board will receive the Draft Audited Financial Statements in April.
18. Simon congratulated Traci, Diane and Susan for their re-appointment to the Board for a two-year term to expire December 31, 2018.
19. Robin attended the November 20th Writer-in-Residence final celebration.
20. The Board Social event is scheduled for Friday, December 2, 2016.
21. The Board Calendar and Work Plan were provided for information

OTHER BUSINESS

An invitation to the Menorah lighting on December 26, 2016 was presented on table.

Simon noted that this is Greg's last Board meeting, as he retires in 2017. The Board extended their appreciation to Greg for 33 years of service to this community and his dedication to the Richmond Public Library. A celebratory event is planned for January 18, 2017.

Simon congratulated Susan Walters on her appointment as the new Chief Librarian, effective January 23, 2017.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, January 25, 2017.**

ACTION

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:20 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN S. Walter