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**WEDNESDAY, APRIL 18, 2018**

Board Present:

Susan Koch, Chair  
Robin Leung, Vice Chair  
Diane Cousar  
Traci Corr  
Caty Liu  
Linda McPhail, Council Representative  
Jordan Oye  
Arseniy Shchedrinskiy  
  
Susan Walters, Chief Librarian  
and Secretary to the Board

Staff Present:

Anne Bechard  
Shaneena Rahman  
Mark Ellis  
Cindy Ho  
Kate Adams  
Stephanie Vokey  
Cathy Gettel  
Wendy Jang  
Melanie Au  
Bob McGall

Friends of the Library:

Bonnie Walker

Guest:

Mr. Swim

Teleconference:

Chaslynn Gillanders

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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.

.....CARRIED

Susan Walters introduced our guests: C. J. James and Aanu Adele from KPMG.

**BUSINESS SECTION**

3. Presentation of Financial Statements

- (a) Audit Findings Letter
- (b) Management Representation Letter
- (c) Draft Financial Statements
- (d) Draft Report to City Council Finance Committee

C. J. presented the audit findings and noted the independent auditors report is unqualified. The auditors are prepared to sign off the audited financial statements.

C. J. reported that in the audit findings letter (item 3(a), page 3) there was only one significant item for the Board's information. Endowment interest should be reported as investment interest. This is a new requirement. It will now be recorded as revenue as it is earned, as interest income, not donation revenue.

C. J. also drew the Board's attention to page 4, and highlighted the "contribution to the City of Richmond" of \$172,375 for the Launchpad project. The Board discussed this project. If the space is fixed to the building, isn't it owned by the City? C. J. reported that the difference here is the use of

our surplus to fund the project, vs the City paying for the renovation. Susan Koch noted the statements need to be read and understood by our public. The “contribution to the City” is described in a complex way and may be difficult for the public to interpret. Arseniy noted that this could be as simple as “capital improvements”, and it was agreed to use this term instead.

Aanu noted there are no issues in post-employment or accruals in retroactive pay. She also noted corrected and uncorrected adjustment for foundations interest and reclassification of an expense. The uncorrected amounts was earned in prior years and is not material, but it was highlighted it for the Board’s information.

The auditors noted that when donated material is added to the collection the amount is not material, but suggested a process should be in place to recognize the fair value amount in the financial statements. Susan Walters noted that a process has been implemented to record titles added to the collection and recognize their value. The library’s preference is to add items via our vendors as this is more efficient and cost-effective.

Staff left the room. The Board had a private meeting with the auditors until 5:55, when the auditors left and the meeting resumed.

MOVED: That the Richmond Public Library Board approve the 2017 Financial Statements as presented, with a minor change to note 17 “capital improvements”, and staff be directed to complete the report to City Council Finance Committee.

COUSAR/SHCHEDRINSKIY.....CARRIED

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of March 14, 2018 be approved as presented.

OYE/SHCHEDRINSKIY.....CARRIED

The Board asked how staff keep track of Board requests? Susan noted she makes a note of items and brings them forward on future agendas.

5. Business Arising

None.

6. Correspondence

None.

**EDUCATION SESSION**

7. Education Session

(a) An outline of past and upcoming educational session topics was included.

(b) Susan Walters and Stephanie Vokey presented on Library Revenue: Applying a Fund Development Lens. Susan reported that “other” revenue makes up 8% of our budget, but is an important part. Donation revenue is the one slice of the pie we can focus on growing.

2017 donations were nearly \$50k, not counting foundation investment revenue. Sponsors also aligned their values to specific library events through out the year. We have a number of big ticket items on our wish list.

Fines are a double-edged sword. Implemented as an incentive to have people bring back their

materials, they have morphed into an important source of revenue. However, they are a known barrier to many people in our community. Without a new funding source we can't remove all fines. There are opportunities to go fine-free for various audiences, but we need to do back-of-house work to prepare our database for that. We track by material type, not card type – adult cards accrue fines for kids' material and kid's cards for adult material, for example.

Next steps:

- strengthen donor relationships
- make every connection count and
- consider sponsorship experience during 2019 Board recruitment

The Board asked if a foundation model been considered? Susan noted that it will be considered, but significant Board and staff resources are required. The Board noted that setting up a foundation and inviting people from the community to work on projects to bring in funding works very well. We serve many groups who could be approached for participation.

The Board asked if we have a goal? Susan noted there often is a goal for a capital project, like a new building, but that can also be for smaller projects such as specific programs or collections.

Have federal or provincial grants ever been impacted by library donations? Susan noted that has never been the case. Our efforts to increase donation revenue has no impact on municipal funding or grants.

Diane noted the charity registry and asked if the library appears there? Staff confirmed that the library is in the searchable Canada Revenue Agency registry found at:

<https://www.canada.ca/en/revenue-agency/services/charities-giving/charities-listings.html>

## **COMMUNITY**

### **8. Report from Councillor**

Councillor McPhail's written report was included. Councillor McPhail noted opportunities for the library to participate in education around vape products.

### **9. Report from the Friends of the Library**

Bonnie Walker reported that the friends brought in just over \$17k at the last sale. Friends are looking for ways to cut expenses and increase storage ability. More pop-up sales are being planned.

(a) The receipt for the Friends \$5,000 donation to the Richmond Community Foundation was included for information.

### **10. Customer Comment Forms**

A summary of customer comments was included for information.

## **BOARD**

### **11. Items for Decision and/or Discussion**

None.

## **INTERLINK**

### **12. InterLINK Report**

Traci reported that she attended two meetings on February 28 and April 3. InterLINK represents 60% of BC population and support collaborative library programming like New to BC (newcomers) and LLEAD (library leadership). InterLINK's Board are also reviewing Board skills in advocacy, strategic planning and library services. Areas of Board deficiency will be addressed with workshops.



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The Audited Public Library InterLINK Financial Statements for 2017 were included for information.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**

13. British Columbia Library Trustees Association Report

Arseniy reported that he attended his last meeting. Susan reported that several staff are attending the BCLA conference and she is also attending the BCLTA Governance Forum on Saturday, May 12<sup>th</sup>. Trustees were encouraged to attend BCLTA events.

**STAFF OPERATIONS**

14. Chief Librarian's Report

Susan reported that the renovation on second floor is nearing completion. When the carpeting is completed, the furniture in storage can be installed and the space will be opened.

Jordan, Diane, Shaneena and Susan have been spending significant time on the Steveston Community Centre and Library project. Town Hall is Saturday, April 21 from 12 to 3 at Steveston Community Centre.

Susan thanked everyone who came out for the Volunteer Appreciation Event last night.

Susan reported that she hired the Manager of Human Resources, who will join us in May.

15. Staff Reports with Brief Presentation

(a) The 2019-2021 Strategic Plan Update was reviewed.

Anne reported that staff have reached the final stages of planning for the public consultation event, which takes place next Wednesday, April 25<sup>th</sup>. Staff are finalizing the focus groups. An invitation for the Board to attend a focus group on Wednesday, May 16<sup>th</sup> as provided on table.

(b) An analysis of 2018 Survey Findings was reviewed.

Mark reported that surveys are an element of the public consultation and provide valuable feedback from the public. Selected data was presented in this report. A current survey is directed toward customers who have not been active in the past year.

The Board asked if KPU students could report to the Board at a future meeting? Staff will pursue this.

(c) Spring Break 2018 was reviewed.

Kate reported that in addition to our regular programming, we did many unique programs in three themes: reading and literacy, science and technology, and family fun. Staff noted that community partner programs are excellent for science, a topic for which librarians are not as well trained. Collaboration with partners allows both teachers and librarians to focus on what they do well.

The Board noted that it is helpful to have percentages in charts as some were difficult to interpret.

16. Staff Reports

(a) Lee Anne Smith reported on Adult Programming.

(b) Melanie Au reported on Children and Family Services.

(c) Serena Griffin reported on Circulation and Merchandising.

(d) Shaneena Rahman reported on Collections.

- (e) Anne Bechard reported on Community Services.
- (f) Cindy Ho reported on Digital Services.
- (g) Ping He reported on Information Services.
- (h) Mark Ellis reported on Information Technology.
- (i) Wendy Jang reported on Multicultural and Chinese Community Services.
- (j) Stephanie Vokey reported on Q1 Social Media Activity.

**ITEMS FOR INFORMATION**

- 17. A list of upcoming advocacy opportunities was included for information.  
An invitation to the May 16 focus group was provided on table.
- 18. The Board calendar and work plan was provided for information.

**OTHER BUSINESS**

- 19. Canadian Federation of Library Association materials were provided here, but will be posted to the Board blog in future.

**NEXT MEETING**

The next Regular Board meeting is scheduled on **Wednesday, May 30, 2018.**

**ADJOURNMENT**

There being no further business, the Chair declared the meeting adjourned at 7:25 p.m.

CHAIR *Susan L. Koch*

CHIEF LIBRARIAN *S. Walter*