
WEDNESDAY, MAY 30, 2018Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Caty Liu
Jordan Oye
Traci Corr
Arseniy Shchedrinskiy

Susan Walters, Chief Librarian
and Secretary to the Board

Teleconference:

Chaslynn Gillanders

Staff Present:

Allen Chi
Anne Bechard
Catherine Lindsay
Cathy Gettel
Cindy Ho
Lee Anne Smith
Mark Ellis
Melanie Au
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library:

None

Guest:

None

Absent

Diane Cousar
Linda McPhail

Susan introduced Catherine Lindsay, our Head of Seniors Services, and welcomed her to the leadership team.

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.

LEUNG/OYE.....CARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of April 18, 2018 be approved as presented.

CORR/LIU.....CARRIED

4. Business Arising

None.

5. Correspondence

A letter dated April 20, 2018 from the Vancouver Foundation was included.

EDUCATION SESSION

6. Education Session

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

(b) Allen Chi reported on the website redesign. Staff have upgraded infrastructure from Cold Fusion to Drupal and moved on to improving intuitive navigation and reducing clutter. This project's objectives are to prepare a style guide for revisions, add self-serve ability, simplify the

structure and create metrics driven design. The existing colour scheme was developed by marketing in 2017.

Next steps are to form a focus group to assist with creating the style guide in June. The style guide and self-serve platform are the two biggest deliverables. They reduce site complexity. The self-serve platform will have some built-in protections, including protection from publishing until the content has been reviewed. Style can be embedded, so fonts and colours can't be changed.

Susan confirmed that everything Allen is doing will support a cohesive style across our digital and physical services.

The Board asked about language translation. Allen confirmed that this is a service that we are not looking at creating in-house, but Google translator is an option.

COMMUNITY

7. Report from Councillor

Councillor McPhail's written report was included.

8. Report from the Friends of the Library

No report.

9. Customer Comment Forms

A summary of customer comments was included for information.

The Board asked about a complaint about Chinese signage. Staff have reviewed signage and confirm that Chinese-only signage is limited to the Chinese collection on the second floor in Brighthouse.

BOARD

10. Items for Decision and/or Discussion

(a) The 2017 Statement of Financial Information (SOFI) was included.

The Board asked about note 10 of the Financial Statement, what is miscellaneous and why did it increase? Susan will follow up with the Board.

MOVED: That the Richmond Public Library Board approve the Statement of Financial Information for the year 2017.

SHCHEDRINSKIY/OYE.....CARRIED

INTERLINK

11. InterLINK Report

Traci reported on select topics from the recent InterLINK meeting. A presentation about the Library Champions was very informative. About 1,000 Library Champions have reached out to over 70,000 community members in BC during the life of the program. The Youth Services Committee presented on program refreshes including Early Years, High Five (mid years), and 100 Books to Read in Kindergarten. The InterLINK agreement has been approved and will be circulated for signatures.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

No report.

STAFF OPERATIONS**13. Chief Librarian's Report**

- (a) The 2019 Budget Preparation Process was included for information. Staff are preparing the budget now and will bring a draft to the June meeting for feedback. The final draft will be presented in July, with all additional level requests. Susan noted she will recommend an additional level request to increase 2 positions for Children's (youth and teens) Services as planned, and will confirm with her assigned General Manager that this plan remains appropriate.

Susan reported she is scheduled to present the library's budget and additional level requests at a Finance Committee in November, but that meeting may be delayed.

The Board asked if we keep a wish list for additional level requests as it is helpful to understand what else could be considered. Susan will provide more information in July on the process for deciding what should be asked for in additional level requests.

The Board discussed this year's public consultation and what impact that may have on longer term financial planning. The Board requested that a discussion of impact on budget be scheduled in early 2019, after the public consultation is finished.

The Board requested broader budget information for advocacy. For example, of the total amount of money the city receives from Richmond tax payers, \$9.3 million goes to the library.

- (b) The Chief Librarian's conferences and meetings update was included for information. Susan is now Treasurer for ABCPLD. She was pleased to see so many of the Trustees at BCLTA Governance meeting.

Susan reported that the Steveston Community Centre Project program plan is being finalized to go forward to Council. If approved, the project will move on to the design concept phase. Jordan noted the library was the number one facility in the public consultation for Steveston. When the report goes to Council, possibly in June, Susan will make sure the Board Trustees are informed as their presence will be welcome.

14. Staff Reports with Brief Presentation

- (a) The 2019-2021 Strategic Plan Update was provided for review. Susan reported that a facilitator will be engaged to work with the Board to develop deliverables. Staff reported that a common theme from the focus groups to date is that customers don't know the full range of services we provide. Staff reported that focus groups in the month of May have been very informative.

15. Staff Reports

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services.

It was noted that the library has been invited to Musqueam land to celebrate National Indigenous Persons Day on June 21st. Staff will display a section of our Indigenous collection on the first floor in both temporary and permanent displays. The Gulf of Georgia Cannery will have an event on June 23rd and the library will be present.

- (c) Kate Adams reported on Kids' Place.

- (d) Serena Griffin reported on Circulation and Merchandising.
- (e) Anne Bechard reported on Community Services.
- (f) Shaneena Rahman reported on Collections.

The Board asked if the book dispenser is operational? Shaneena confirmed we are getting the dispenser wrapped in our branding, and still working on the back-end software updates. Staff will be loading the dispenser with 200 of the most popular books. We anticipate a soft launch by mid-June and a formal launch with Mayor and Council later in the month. When confirmed, the date will be shared with the Board.

- (g) Cindy Ho reported on Digital Services.
- (h) Stephanie Vokey reported on Fund Development.
- (i) Ping He reported on Information Services.
- (j) Mark Ellis reported on Information Technology.

Mark reported last week's Wi-Fi outage that took several days to fix. This is the first time we've had this type of outage and for this duration, which led us to look at preventative measures. Ideally, we would have vendor diversity, but that is not straightforward. Mark noted that fiber optic connection may improve service but would come at a much higher cost.

- (k) Wendy Jang reported on Multicultural and Chinese Community Services.
- (l) Catherine Lindsay reported on Seniors Services.

Catherine noted that for Seniors week we are hosting a program in Mandarin on June 6th. Seniors week is the launch of City's Dementia Friendly Community Action Plan project. Catherine will attend the focus groups.

- (m) Various staff reported on their BCLA Conference experiences.

ITEMS FOR INFORMATION

- 16. Draft principles that Guide the Province of British Columbia's Relationships with Indigenous Peoples were included for information.
- 17. A list of upcoming advocacy opportunities was included for information. The Adult Summer Reading challenge kickoff has been moved to the 28th. Traci indicated she could attend. Jordan may be able to attend the Dragon's Den. A reminder will be sent to the Board.

All were invited to the Summer Reading Finale. The mayor has confirmed he will attend. Arseniy, Robin and Susan noted they could attend.

The Let's Talk Richmond survey is scheduled for June 25th.
- 18. The Board Calendar and Work Plan were included. Dates for facilitated meetings will be added soon.

OTHER BUSINESS

- 19. Draft text for the 2017 Annual Report was provided on table. Susan noted she is considering a different layout than last year and the style will have a different tone. We will send out a draft of the final version in a few days. Staff have chosen the many important accomplishments, but Board feedback is essential.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, June 27, 2018.**

ADJOURNMENT

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

CHAIR Susan L. Koch

CHIEF LIBRARIAN Swatte