
WEDNESDAY, FEBRUARY 27, 2019
5:30 -7:30pm

Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Linda McPhail, Council Representative
Caty Liu
Chaslynn Gillanders
Danielle Lemon
Denise Hawthorne
Denise Hui

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Catherine Lindsay
Christi Hrabowsky
Cindy Ho
Iris Lee
Kate Adams
Lee Anne Smith
Mark Ellis
Shaneena Rahman
Stephanie Vokey
Victor Lai
Wendy Jang

Friends of the Library:

Bonnie Walker

Regrets:

Jordan Oye

1. Call to Order

The meeting was called to order at 5:30pm

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

Liu/Corr.....CARRIED

3. **BUSINESS SECTION**

(a) Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of January 30, 2019 be approved.

Lemon/Hawthorne.....CARRIED

(b) Correspondence Included in the Meeting Materials Included:

- (i) Letter dated January 24, 2019 from Richmond Community Foundation.
- (ii) Letter dated January 31, 2019 from Richmond Cares, Richmond Gives.

4. **EDUCATION SESSION**

(a) 2019 Education Session List of Topics

D. Lemon asked if there are any other topics that new trustees should know about. S. Walters replied that the topics are chosen with new trustees in mind and to please let us know if there is something not listed that the Board would like to see presented.

(b) Building Capacity: Librarianship in 2019 (C. Lindsay and A. Bechard)

A. Bechard and C. Lindsay presented on the changing role of librarians, moving from a traditional to a contemporary philosophy of service. With more information and resources easily accessible online, the role is shifting to a more community focus in order to quickly address the needs of customers. With fewer reference questions, the emphasis now is on community connecting and building. The community led service model emerged in the mid-

2000's. Modern librarians must be more community service oriented, outgoing, and comfortable with being uncomfortable. Librarians ideally need to be more flexible and more willing to connect with community where community gathers. Similar to other public libraries across Canada, we are continuing to define the role of modern public librarians in Richmond by clarifying roles and responsibilities. As part of the process we will be creating internal focus groups to encourage our librarians to reflect and actively participate during this review.

R. Leung asked if different training institutions are adapting to this new focus. A. Bechard replied that the different library schools have different focuses but we are collaborating on what public libraries need from new librarians.

D. Hawthorne asked if there are accreditation models and would we have input to promote this more? S. Walters noted that the InterLINK AAG have met with the iSchool (UBC) in recent years to provide feedback.

T. Corr asked if there are possible restrictions because we have to offer what the public want but also what they want for free. A. Bechard replied that the movement towards modern librarianship is more flexible and adaptable to the community's needs.

5. **COMMUNITY**

(a) Councillor's Report (Including On Table Addendum)

Councillor McPhail reported on the February 26 Parks, Recreation, and Cultural Services Committee (PRCS) meeting. At the meeting, she provided a report with a referral to staff to explore ways to increase the awareness of library services without a monetary value. The PRCS referral suggests considering increased collaboration with the School Board Liaison Committee, the Richmond Community Services Advisory Committee (RSAC), the Child Care Development Committee, and the Richmond Intercultural Advisory Committee (RIAC).

C. Gillanders thanked Councillor McPhail for her continued and tireless support for the library. T. Corr seconded this.

(b) Friends of the Library Report

B. Walker reported that the recent FOL mini sale raised over \$400 and that many people also signed up for library cards. She thanked the library staff and Councillor McPhail for their continual support.

(c) Summary of Customer Comments Report

6. **BOARD:**

(a) Provincial Grant Report

S. Walters provided the Provincial Grant Report which will be submitted to the Province on March 1. This report is done each year and demonstrates how public libraries have used the provincial funding to align to the Province's Strategic Plan for libraries. Communication from the Libraries Branch and coming out of the Provincial Budget report process indicates that while there is no increase to the provincial funding for libraries this year, there is no negative change either. S. Walters thanked S. Vokey for her excellent work on the content of the report.

(b) RPL Diversity and Inclusion Statement

The Board reviewed a draft statement of diversity and inclusion to be adopted as part of the library's commitment to fostering an environment of respect, tolerance, and understanding. This is in keeping with the mission and values identified in the 2019-2021 Strategic Plan. S. Walters noted that everyone should feel safe and welcome in our facilities and this statement will be made available to the public. Councillor McPhail asked if the RCMP have adopted this as the Vancouver Police have done. D. Lemon confirmed that the RCMP adopted the Safe Space shield poster in 2018. S. Walters stated that she will follow up with the General Manager of Community Services.

The Board was fully supportive of adopting the statement as presented. C. Gillanders noted that this is a human rights issue.

MOVED, That, the Richmond Public Library Board adopts the Diversity and Inclusion Statement as presented.

Lemon/Hui.....CARRIED

(c) 2019 Conference Attendance

S. Walters presented a report on the conferences that the Board Trustees have attended and upcoming opportunities for training this year. Minor edits to the list will be completed.

(d) Richmond Cultural Centre Mural Jury

S. Walters asked the Board to indicate their interest in being part of the jury for the Richmond Cultural Centre Mural project. After much excited interest from the Board, D. Lemon was selected. T. Corr asked if there was a way to advocate for Indigenous art being showcased in our library. S. Walters replied that the library is interested in doing this and if we are seeking something permanent, we could fundraise to implement. She will ask the City's Public Art team if there are opportunities to facilitate this with existing art owned by the City. D. Lemon noted that YVR Art Foundation has a program where they have an art lending program with a focus on Indigenous art and that the library might be able to connect with them. S. Walters replied that staff will follow up.

7. INTERLINK REPORT

T. Corr reported that at the February 19 meeting, the 2019 budget was approved. They are currently engaged in doing a Board self-evaluation. There were discussions on providing training support to InterLINK Board members. T. Corr shared that the library and Board would be participating in the Coldest Night of the Year walk and that we are getting a second book dispenser for the new Seniors Centre at the Minoru Centre for Active Living.

8. BCLTA REPORT

None

9. OPERATIONS

(a) Chief Librarian's Report – (as Presented in (i) and (ii))

(i) Final Progress Report on Strategic and Long Range Plan 2014-2018

S. Walters provided the final report for the library's Strategic and Long Range Plan 2014-2018 highlighting the 2018 achievements. She noted that there were 422 action items completed over the course of the five year plan.

R. Leung asked about the results from the school partnerships from the library card campaign. K. Adams replied that the Richmond School Board recently distributed library card forms to schools and that we have already received quite a few completed forms back.

R. Leung asked what the youngest age that someone can be to get a card. K. Adams replied that parents can apply for their children at any age once they have identification.

(ii) 5 Year Donation Comparison (On Table)

S. Walters provided a five year comparison of donations received on table as a follow up to a question from the last board meeting. D. Lemon asked if the library is registered on Canada giving sites. S. Walters noted that we are not currently but that we are looking at all options.

C. Gillanders referred to Policy 3.1.3 that the Board may appoint a committee for various matters including fund development. S. Walters replied that the Board can consider this if there is interest in participating outside of the regular board meetings and noted that there should be at least 3 people on the committee. C. Gillanders asked if a fund development committee existed in the past. S. Walters replied that it has not existed in recent years as it is a board initiative as opposed to a staff led committee. D. Lemon stated that the Board should form a committee to review the need and that she is happy to be a part of this committee.

MOVED, That the Richmond Public Library Board moves to establish a fund development committee to look at fundraising opportunities for the library with D. Lemon, C. Gillanders, D. Hui, and D. Hawthorne being the committee members.

Corr/Hui.....CARRIED

S. Walters also reported on the number of books relocated and withdrawn from our shelves as well as the number of purchase suggestions and inter library loan requests as a follow up to questions at the January 30, 2019 Board meeting.

Management Reports Included:

(b) Community Engagement Report

A. Bechard provided a report on Homelessness in Richmond and related library initiatives.

T. Corr commented that maybe there was a missed an opportunity to showcase RPL in the community with the Coldest Night of the Year in social media. S. Walters noted that given the scramble to organize our team this year, staff are already planning to invite the community to participate in the walk with library Board and staff next year and/or donate funds for this cause.

(c) Customer Experience Report

S. Rahman provided a report on differentiating space use. After review, changes have been made to the guidelines around the use of: quiet zones, cell phones, and food and drinks.

(d) Finance and Facilities Report

V. Lai provided a report the progress of the 2018 year-end audit with KPMG which takes place in conjunction with the City's audit.

(e) Human Resources Report

I. Lee provided an update on the current organizational structure and how the head leadership positions have increased from four to seven positions. She also indicated how roles and areas of responsibility have shifted. There are three vacant head positions that we will be recruiting for.

C. Gillanders asked if the library has statistics on the diversity of its staff and applicants. I. Lee replied that it is not tracked as part of our application process. S. Walters added that anyone can apply for positions at RPL. We welcome Indigenous candidates and those who speak other languages to apply. Our staff reflect our diverse community but we do not ask applicants to self-identify.

(f) Information Technology Report

M. Ellis provided usage statistics on the Hamilton Book Dispenser as a follow up to a request at the January Board meeting. He also provided a report on the progress of the library's collaboration with the City's IT department and their Digital Strategy.

10. Staff Operations Reports Included:

(a) Innovation and Learning Development (L.A. Smith)

L.A. Smith reported on RPL's participation in the City's Sister City Advisory Committee (SCAC) which focuses on fostering mutual understanding and connections with other cities and cultures to promote cultural awareness and joint learning opportunities. The first project involves readers in all four cities reading the same book chosen by RPL staff and having an online forum to discuss it as part of the One Book Four Cities initiative which will be part of RPL's Summer Reading 2019 program.

(b) Marketing and Public Relations (*S. Vokey*)

(c) Collections and Customer Service Delivery (*W. Jang*)

(d) Adult and Seniors Services (*C. Lindsay*)

(e) Digital Services (*C. Ho*)

(f) Children and Family Services (*K. Adams*)

(g) Content, Collections, and Discovery Services (*P. He*)

(h) Circulation and Merchandising (*S. Griffin*)

(i) OLA Super Conference Report (*A. Galeano and K. Lemay*)

11. **ITEMS INCLUDED FOR INFORMATION**

(a) 2019 Board Calendar

S. Walters noted that C. Hrabowsky has revised the Board blog to add a calendar to the site. We will still provide the calendar each month in the Board package.

(b) 2019 Board Advocacy Opportunities

S. Walters noted that advocacy opportunities are also on the Board blog and informed the Board about the Library Champions event being held at Brighthouse in the 2nd Floor Programming Room on March 7 from 10:30am to 11:45am and to let C. Hrabowsky know if any Board members are interested in attending.

(c) 2019 Board Work Plan

12. **OTHER BUSINESS**

The Board photos are scheduled for March 27 beginning at 5:00pm. The Board meeting has been moved to start at 6:00pm to accommodate this. S. Walters noted that C. Hrabowsky will send out more details closer to the event and that the group picture will be closer to 6pm.

There was a discussion on whether or not biographies for Board Trustees used to appear on RPL's website as they are not currently. S. Walters noted that the Board can consider this once the new website is completed.

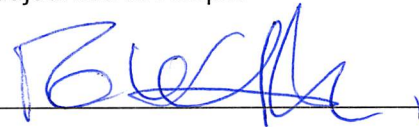
NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, March 27, 2019 – 6:00pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:03pm

CHAIR



CHIEF LIBRARIAN

