
**WEDNESDAY, JANUARY 30, 2019
5:30 -7:30pm**

Board Present:

Robin Leung
Linda McPhail, Council Representative
Caty Liu
Chaslynn Gillanders
Danielle Lemon
Denise Hawthorne
Denise Hui
Jordan Oye
Traci Corr

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

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

Friends of the Library:

Debby Newton
Bonnie Blair

Special Guest:

Kelly Greene, Alt. Council
Representative

1. Call to Order

S. Walters (Acting Chair) called the meeting to order at 5:35pm. Members of the Friends of the Library were on hand to present a generous donation of \$32,000 to the library.

Introductions were made around the room to welcome new Trustees, D. Hui, D. Hawthorne, D. Lemon and re-appointed Trustee T. Corr.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

.....CARRIED

3. 2019 Elections

(a) Chair

S. Walters restated that R. Leung put forth his expression of interest to run as Chair for 2019 at the November 28, 2018 meeting. After calling twice for further nominations, R. Leung was acclaimed as Chair for 2019.

(b) Vice-Chair Elections – (Candidate statements for C. Gillanders, J. Oye, and T. Corr were attached)

S. Walters passed the Chair over to R. Leung who announced that C. Gillanders, J. Oye, and T. Corr had put their names forth at the November 28, 2018 meeting to run as Vice-Chair.

R. Leung called twice for further nominations and then declared the nominations closed. The Board was asked to vote in secret ballot in another room. The votes were tallied by C. Hrabowsky with R. Leung as witness. R. Leung returned to the board room and announced that the new Vice-Chair for 2019 will be T. Corr.

4. BUSINESS SECTION

(a) Approval of Meeting Minutes

C. Gillanders asked that the minutes of the November 28, 2018 Board meeting be amended to reflect that she recommended the self-evaluation survey discussion take place in a closed session of the Board going forward.

MOVED: That the minutes of the regular meeting of November 28, 2018 be approved as Amended.

Gillanders/Corr.....CARRIED

(b) Correspondence Included in the Meeting Materials Included:

- i. Letters dated December 6, 2018 from the City Clerk's Office re: appointment of new RPL Board Trustees.
- ii. Letters dated January 2, 2019 from Mayor Brodie re: acknowledging S. Koch and D. Cousar for their service to the RPL Board over the past eight years.
- iii. Letter dated December 11, 2018 from Richmond Community Foundation re: distributable investment income.

S. Walters noted that she will ask the Board at the November 2019 meeting if they would like to designate the RCF funds to a specific project or leave in the Foundation fund as Capital Investment.

5. EDUCATION SESSION

(a) 2019 Education Session List of Topics

(b) Freedom to Read Presentation (*M. Mabi and C. Ho*)

i. Freedom to Read Report

C. Ho and M. Mabi gave a presentation on Freedom to Read. In their presentation, M. Mabi informed the Board of RPL's policy on requests for reconsideration and the review process staff implement when a book is questioned, including books written in languages other than English. The Board asked a number of questions and enquired about the total number of books that have been removed from RPL's collection over the years.

- ii. 30 Challenged Publications (*from freedomtoread.ca*) Information sheet was included
- iii. Understanding Challenges to Books and Magazines pamphlet (*from freedomtoread.ca*) was included.

6. COMMUNITY

(a) Councillor's Report

Councillor L. McPhail reported that the library's 2019 Operating and Capital Budget which was presented to the Finance Committee on January 14 was accepted.

On January 28, Council endorsed a resolution to submit a grant to the Investing in Canada Infrastructure Program (Community, Culture, and Recreation Stream) requesting \$10 million to support the new Steveston Community Centre and Branch Library Replacement project.

Councillor McPhail also reported on events taking place in the City including the Community Public Art Program which is highlighting Indigenous artists in partnership with the library and the Musqueam Indian Band. Other upcoming events of note include: Black History month and the Children's Arts Festival. She was pleased to announce that the Minoru Centre for Active Living will officially open on March 11.

(b) Friends of the Library Report

D. Newton reported on upcoming book sales at the Cambie Branch and Thompson Community Centre in March. The library has posted the book sale dates for 2019 on its website. R. Leung

added that the FOL are always looking for volunteers and encouraged everyone to join their membership and help out. C. Liu stated that she found the FOL orientation very helpful.

(c) Summary of Customer Comments

A summary of customer comments was included

i. Thank you card from N. Timms

C. Liu asked if the library has addressed the comment made a few months ago regarding French content or if it is the same person commenting. S. Walters replied that we have a French collection Automatic Release Plan to ensure we are always receiving new books and staff purchase new materials each year, but we prioritize collection development to serve our local community. J. Oye asked if customer purchase suggestions are tracked and how many are received a year. S. Walters replied that we consider each request but focus on circulation metrics to ensure collections meet the needs of the community as a whole. S. Walters noted that we do not currently track all comments by subject.

T. Corr asked if all comments reported encompass comments from all sources. S. Walters noted what is reported on in this chart only includes the physical customer comment forms. We also receive email comments via our Ask Us service (account questions, purchase suggestions, etc.), and that senior staff may also receive direct emails from customers. As noted in P. He's report on Information Services this month, staff responded to 1050 email inquiries in 2018. The library strives to respond within 24-48 hours to all customer questions and comments.

R. Leung asked about a complaint on the lighting at Brighthouse and if there is a standard. S. Walters replied that as a City facility, our buildings meet code and regularly undergo maintenance and capital project upgrades. There are challenges with the layout of the space for adding more lighting but there are innovative options with shelving that we can consider.

7. **BOARD – ITEMS FOR DECISION AND/OR DISCUSSION**

(a) 2019 Operating & Capital Budget Report to Finance Committee

S. Walters presented the Operating and Capital Budget Report to the City's Finance Committee on January 14. The budget was approved and will go forward as part of the overall budget of the City at an upcoming Council meeting for final approval.

(b) 2018 RPL Statement of Operations – On Table

V. Lai presented the 2018 Statement of Operations noting that the figures are not yet finalized for year end.

S. Walters clarified for the new Trustees, that the InterLINK revenue figure is based on the number of items we lend and added that the library has lost revenue that it used to receive from non-residents. Other revenue sources are needed to compensate.

J. Oye requested that the 2017 Actual figures be added for comparison to 2018 so that the Board can contextualize variances. V. Lai replied that this will be provided when the audit is completed and on future reports. C. Liu asked for the year end date to be added to all financial reports.

R. Leung clarified that there were some capital expenses that were not paid for in 2018 so they have been moved to the 2019 budget and asked for a motion to allocate the funds accordingly. S. Walters explained that the expense for the new computers will occur in 2019 as they had not been received by the end of the year in 2018. She also noted that the DVD dispenser contract includes a front-end equipment cost to upgrade the four machines and due to a significant delay in the Canada Revenue Agency granting the withholding tax waiver form. The parts shipment was delayed to 2019 as it was year one of the contract. The planned upgrade for the security access system at Cambie Branch was also delayed to 2019. It was clarified that excess funds at year end go into a surplus account and that there must be a motion by the Board to allocate it out.

- i. **MOVED** That the Richmond Public Library Board approves the transfer of:
- \$50,000 from operating surplus to cover 2018 Q4 staff computer replacement
 - \$15,000 from operating surplus to cover the shortfall of the DVD Dispenser upgrade and contract for 2019
 - \$8,000 from operating surplus to cover 2018 Q4 Cambie Branch Security Access System upgrade

Oye/Gillanders.....CARRIED

(c) Appointment of InterLINK and BCLTA Representatives and Alternate Representatives

R. Leung appointed T. Corr and J. Oye as alternate to serve on the InterLINK Committee for 2019. There was a discussion on who would like to represent RPL for the BCLTA for 2019. C. Liu expressed interest and was appointed with C. Gillanders as alternate.

(d) Freedom to Read Week – Information Items Included:

- i. A Letter to Mayor Brodie dated January 18, 2019 re: Proclamation Request
- ii. Proclamation from Mayor Brodie

(e) Choose Date for Board and Individual Photographs

Date options for the Board photos were discussed and communication on availability will be sent out shortly. J. Oye suggested that an upcoming Board meeting start at 6:00pm instead of 5:30pm. February 27 and March 27 were proposed as possible dates with the photos beginning at 5:00pm.

8. **INTERLINK REPORT**

T. Corr reported that communication has been restricted to email until the upcoming meeting. \$15,000 was approved for an InterLINK Connectivity Study with the BC Libraries Co-Operative (Co-op) to learn about member libraries Internet service. S. Walters added that InterLINK is looking at the importance of its member libraries being able to provide the same level of access regardless of location. The concern around connectivity disparity across BC public libraries is also being raised with the provincial government through the Libraries Branch, Ministry of Education. J. Oye asked if InterLINK negotiates internet and service contracts. S. Walters replied that InterLINK libraries negotiate their own internet contracts or work with their municipalities, but that we work with the Co-op to negotiate best pricing for electronic subscription services (databases like Solaro, Pronunciation and more.)

9. **BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION REPORT**

The January Bulletin has been posted to the Board Blog

10. OPERATIONS:**(a) Chief Librarian's Report**

S. Walters reported that she has been busy working with the new Management group, who have completed the restructuring of the coordinator level of leadership, to finalize the Head level. This includes reviewing organizational structure and job specifications to ensure we have development opportunities to support ongoing learning and succession planning. Staff orientation and brainstorming workshops related to the Strategic Plan are now complete and the team is working on finalizing the 2019 work plan. She informed the Board that there is an opportunity to introduce George Chow, the Provincial Minister of State for Trade at the Chinese Canadian Museum Public Consultation taking place at the Brighthouse Branch on February 2 and invited the Board to attend the event.

11. MANAGEMENT REPORTS INCLUDED:**(a) Community Engagement Report**

A. Bechard reported on the progress of the draft Indigenous Services Plan and the Indigenous Artists in Residence Program presented by three Musqueam artists. Several trustees reported that the workshops are a great opportunity for the community. A. Bechard noted that Terry Point, Aboriginal Advisor to the Richmond Indigenous Collaborative Table, has been guiding her in getting the draft Indigenous Services Plan (ISP) to the Musqueam for review and support. A. Bechard acknowledged C. Gillanders' offer of assistance and noted that the draft ISP has been updated to reflect the library's new strategic plan. The library has invited Chief Wayne Sparrow and Council to come to the library and that we will continue to move forward with components of the plan.

(b) Customer Experience Report

S. Rahman reported that print collection circulation saw a slight increase for the third and fourth quarter of 2018 over the same timeframe from 2017. These increases indicate that collection refinement is necessary to build on improved interest and borrowing. A report on the Rapid Read collection metrics by branch was provided.

S. Rahman asked for a Board motion to implement a trial Rapid Read program as part of the library's commitment to provide bestseller material on demand with short or no wait times. She added that she will report back with the metrics on this after the six month trial period is up which would run from April 1 to October 1, 2019. S. Walters noted that RPL saw our greatest circulation success with the 1998 commitment to a popular reading library service and this pilot project is in response to current customer feedback, circulation statistics and observation.

There was a Board discussion on whether or not a motion was required and if the trial period should be for a specified timeframe of 6 months or just implemented and monitor the progress along the way. S. Walters noted that a motion is required for any decision which will impact revenue and it was decided to support a 6 month trial to more clearly report the impact.

D. Lemon asked what a successful impact would look like and D. Hui asked how this will be communicated to the public. S. Rahman replied that positive feedback from customers and circulation metrics will be collected. She also noted that there will be communication to staff and the public on all changes being implemented.

MOVED, That the Richmond Public Library Board implement a 6 month trial Rapid Read program that extends the 7 day loan to a 21 day loan with no holds and no renewals.

- i. AND, That the late charge fine on Rapid Read items increases from \$1.00 to \$2.00 per day to accommodate this service improvement.

Oye/Lemon.....CARRIED

(c) Finance and Facilities Report

V. Lai reported that he is working on modernizing current business processes.

(d) Human Resources Report

I. Lee reported on RPL's human resources strategy and that she is continuing to work on analyzing the current organizational structure. She also provided a recruitment update.

(e) Information Technology Report

M. Ellis reported that equipment purchases have been made and that a phased in replacement of staff computers will be completed in the first quarter of 2019. The intent of this project is to create staff efficiencies, improve reliability and indirectly improve public service.

12. Staff Presentations:

(a) Strategic Plan 2019-2021

S. Rahman and A. Bechard gave a presentation to update the Board on the progress of the Strategic Plan implementation. Orientation meetings with S. Walters and A. Bechard were held in November and brainstorming sessions with S. Rahman were held with each department in December to support the 2019 work plan.

A. Bechard noted that the emphasis on investing in staff as a strategic priority has been well received by staff and that they are eager to influence the work plan.

S. Rahman reported that there are currently 12 key priorities for 2019 with 5 priorities underway. The next steps are for Management to complete the work plan and assign deliverables to coordinators and department heads which will focus the work of staff for the upcoming year. .

J. Oye suggested that copies of the strategic plan are provided on table at each Board meeting for reference.

13. **STAFF OPERATIONS REPORTS INCLUDED:**

- (a) Innovation and Learning Development (*L.A. Smith*)
- (b) Circulation and Merchandising (*S. Griffin*)
- (c) Digital Services (*C. Ho*)
- (d) Information Services (*P. He*)
- (e) Kids' Place (*K. Adams*)
- (f) Seniors Services (*C. Lindsay*)
- (g) Collections and Customer Service Delivery (*W. Jang*)
- (h) Information Technology (*A. Chi*)
- (i) Marketing and Public Relations (*S. Vokey*)

C. Gillanders asked for a donation comparison to see what the trend is year over year. S. Walters noted that a five year donation comparison will be provided at the next Board meeting.

14. ITEMS FOR INFORMATION:

- (a) 2019 Calendar of Events
- (b) 2019 Board Work Plan

15. OTHER BUSINESS:

The Board discussed options for how advocacy opportunities are communicated in the Board package so that the big events are highlighted. T. Corr noted that it is not obvious if Board members are required to attend the events as they are currently presented. S. Walters noted there are several options. It was agreed that upgrading the Board blog calendar to share timely notifications would be pursued and that a separate advocacy page in the Board package will also be provided.

NEXT MEETING:

The next Regular Board meeting is scheduled for **Wednesday, February 27, 2019.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:50pm

CHAIR  _____

CHIEF LIBRARIAN  _____