
WEDNESDAY, NOVEMBER 27, 2019**5:30 - 7:30pm****Board Present:**

Robin Leung, Chair
Traci Corr, Vice-Chair
Caty Liu
Chaslenn Gillanders (via phone)
Denise Hawthorne
Denise Hui
Danielle Lemon
Jordan Oye
Linda McPhail, Council Representative

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Mark Ellis
Christi Hrabowsky
Victor Lai
Iris Lee

Friends of the Library:

Bonnie Walker
Elaine Tsi

Education Session Presenters:

Lee Anne Smith
Chad Beecroft

1. Call to Order and Land Acknowledgement

The meeting was called to order at 5:30pm

2. Approval of Agenda

MOVED, THAT the agenda be approved as presented.

Oye/Lemon.....CARRIED

3. Business Section**(a) Approval of Meeting Minutes**

MOVED, THAT the minutes of the regular meeting of October 30, 2019 be approved as amended.

Liu/Oye.....CARRIED

(b) Business Arising

None

4. Education Session

(a) An outline of past and upcoming education session topics for 2019 was included for information.

S. Walters reminded the board to identify topics that they are interested in learning more about for 2020. J. Oye asked for a session on book fines and information on how other libraries are implementing the elimination of fines.

(b) Metrics: New Performance Measures (L.A Smith and C. Beecroft)

L.A Smith and C. Beecroft gave a presentation on the statistics that the library collects and their uses. The library collects comprehensive statistics for a variety of reasons; some of which are for regulatory purposes to report to the Province, InterLINK, and CULC.

This data is also used in the library's annual report to the City and the community. While the majority of the quantitative data is automated, the other data collected is qualitative and relies on input from the public.

Library statistics identify trends, validate value and accountability to our funders, and calculate the return on investment (ROI) and other measurements.

The library would like to synchronize its performance measurements with the City's so that our data is more easily compared. With the comprehensive amount of statistics that are collected, RPL will be working to transform this data to demonstrate stories of value and impact to our community.

5. Community

(a) Councillor's Report

Councillor McPhail reported that she was reappointed to the library board along with Councillor Bill McNulty as alternate liaison for the coming year.

She reported that the City's Cultural Harmony Plan 2019-2029 was passed at Council on November 25. This purpose of the plan is to identify innovative and collaborative approaches to strengthen intercultural connections among Richmond residents.

Parks, Recreation, and Culture launched their new program registration system on November 6 which will give customers streamline access to a variety of services.

(b) Friends of the Library Report

R. Leung introduced Bonnie Walker as the new chair of the FOL and Elaine Tsi as vice-chair. She noted the items that were approved at the AGM from the FOL wish list and notified the board that another mini-sale at the Cambie library takes place on November 30 and all are welcome to attend.

(c) Summary of Customer Comments Report

A summary of customer comments for the month of November was included.

6. Board - Items for Decision/Discussion

(a) Report to Finance Committee re: 2020 Operating and Capital Budgets

The board reviewed the final version of the 2020 Operating and Capital Budgets Report which will be presented to the City's finance committee on December 2.

(b) RPL 2019 Audit Planning Report from KPMG

The audit planning report from KPMG was provided to the board. V. Lai noted that the audited financial statements have been presented in April, but will be completed in March this year to accommodate the City's earlier deadline.

(c) Special Collections Project Update

S. Walters updated the committee on the completion of phase 1 of the assessment of the Special Collection on Chinese Culture noting that it came in on time and under budget. Phase 2 of the project is expected to be more comprehensive and expected to take place at the end of Q1 2020.

(d) 2020 Trustee Recruitment Update

S. Walters reported that the Trustee Recruitment Committee's recommendations for 2020 library board appointments will be presented to Council at the December 9 Closed meeting.

(e) Call for Nominations- 2020 Board Chair and Vice-Chair per Board Policy 3.1.1

R. Leung reminded the board that the nominations for chair and vice-chair will take place at the January board meeting and to put their name forth if they wish to be considered for either of those positions. R. Leung and T. Corr both expressed interest in running again.

7. Standing Items**(a) Roundtable Discussion**

D. Hui attended the Writer-in-Residence finale on December 23 and introduced writer Cynthia Sharpe. Members of the board attended a workshop on Musqueam Culture and Heritage with speaker Terry Point on November 25. D. Hawthorne expressed how informative and valuable the workshop was.

T. Corr noted that the Knit n Crochet 4 a Better World workshops, held at the Brighthouse branch, are a popular initiative that provides instruction on knitting and crocheting. Items made are displayed on a Christmas tree at Brighthouse and then are donated to various charitable groups in the community.

(b) InterLINK Report

T. Corr reported that the next meeting is next week and that current library representatives have been asked to continue to provide some stability during a year of significant turnover.

(c) BCLTA Report

C. Liu provided the highlights of the BCLTA November 5 meeting including the that the TOP training will be rebranded as BCLTA Governance Workshops. Fees and content will be revised to increase participation.

(d) Governance Committee Report

R. Leung provided a summary of the November 23 Governance Committee meeting. C. Gillanders noted her appreciation of the dedication and preparation of everyone involved.

8. Chief Librarian's Report

S. Walters reported that November has been a busy month with City, InterLINK Data Working Group and ABCPLD Executive meetings in addition to budget meeting preparations.

The Steveston Community Centre and Library Building Committee met last week to review the current status of the project based on the referrals from Council. It is expected that in Q1 2020, staff will be reporting back to Council for direction on next steps. J. Oye noted the emotional component of this project as it is very important to many members of the community.

All library staff will be participating in a customer service training workshop with Dr. Mark Colgate on December 12. City staff from two departments, customer service and community services, will also be attending.

9. Operations**Management Reports Included:****(a) Community Engagement Report**

A. Bechard provided a report on the upcoming staff leadership workshops that will celebrate the many strategic accomplishments this year and support the team in group action planning for strategic priorities in 2020.

(b) Information Technology Report

M. Ellis informed the board of a possible partnership with a Richmond-based company who would like to introduce a value-added customer service via self-service mobile charging stations in the library.

(c) Human Resources Report

I. Lee updated the board on the vacation scheduling committee's progress and a mental well being in the workplace summit she recently participated in as well as providing a recruitment update for the month.

Service Area Reports Included:

(d) Collections and Customer Service Delivery

It is anticipated that the 2020 collections budget will be maintained at the same level as the past two years despite price increases affecting the library's buying power. C. Liu asked if the amounts allocated for eBooks vs print books has changed. S. Walters replied that it has not changed for the coming year but adjustments to this allocation could be made as needed given that eBook pricing and distribution issues continue to change. Library staff will allocating the collections budget where it will have the most impact for our community.

The board discussed using PayPal vs Canada Helps for accepting donations. S. Walters will look into this more and report back. R. Leung reminded the board that if they are interested in donating to the library, the deadline is by the end of the year for tax purposes.

- (e) Community Development and Service Design
- (f) Innovation and Learning Development
- (g) Information Technology Operations
- (h) Marketing and Public Relations

10. Items Included for Information

(a) 2019 Board Calendar

S. Walters asked the board to let her know if anyone is interested in attending the Ontario Library Association Super Conference (OLA) in January as well as the Public Library Association conference (PLA) in February. C. Liu indicated interest in OLA and J. Oye for PLA.

- (b) 2019 Board Advocacy Opportunities
- (c) 2019 Board Work Plan

11. Other Business/Discussion

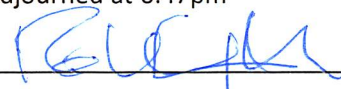
- (a) R. Leung welcomed back Councillor Linda McPhail and welcome to Councillor Bill McNulty (Alternate) as Council appointed representatives to the RPL Board for the coming year. He also acknowledged Councillor Kelly Greene for her service to the RPL board as the Alternate Council Liaison for the last year.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, January 22, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 6:47pm

CHAIR 

CHIEF LIBRARIAN 

A Closed Meeting Followed