
WEDNESDAY, MARCH 25, 2020

5:30 - 7:30pm

Meeting held via teleconference

Board Present:

Robin Leung, Chair (*in person*)
Jordan Oye, Vice Chair
Caty Liu
Chaslenn Gillanders
Denise Hawthorne
Denise Hui
Traci Corr
Linda McPhail, Council Representative

Staff Present:

Anne Bechard
Christi Hrabowsky
Iris Lee (*in person*)
Mark Ellis
Shaneena Rahman (*in person*)
Victor Lai

Guests:

C.J. James, KPMG
Aanu Adeleye, KPMG

Susan Walters, Chief Librarian and
Secretary to the Board (*in person*)

Regrets:

Danielle Lemon

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.

Liu/Oye.....CARRIED

S. Walters welcomed KPMG Auditors C.J. James and Aanu Adeleye to the meeting and noted that the 2019 RPL Financial Statements have been revised to reflect COVID-19 uncertainties.

3. Business Section

(a) Finance and Audit Committee

The Governance Committee determined at the March 7 governance meeting that an ad-hoc finance and audit committee will be formed each January. Members with financial experience will be appointed to the committee by the Board Chair who will also be a member. R. Leung appointed C. Liu for 2020 and the committee met with S. Walters and V. Lai to review the 2019 RPL draft audit findings report and draft financial statements as prepared by KPMG ahead of the March 25 board meeting.

(b) Presentation of 2019 RPL Financial Statements

(i) Audit Findings Report

C.J. James thanked S. Walters and V. Lai for the comprehensive audit and working papers noting that the Management team was very available to answer questions despite their heavy workloads at this time. As such, the financials contain an unqualified audit opinion (clean audit).

A. Adeleye reported that there are no significant changes to the audit findings report except for the addition of the COVID-19 notes which have been added as impacts will be felt in 2020

but it cannot be determined what those will be at this time. No significant risks, adjustments, or misstatements were required. Control and other observations from the prior year on the library's accounting process of recording donated books has been analyzed and updated with new processes. The auditors reported that they are satisfied with these new measures.

(ii) Draft 2019 RPL Financial Statements

V. Lai reviewed the draft financial statements with the Board prior to the presentation by the auditors noting that the income statement complies with changes in Generally Accepted Accounting Principles which were implemented for the 2019 tax year. The statement of operations was reviewed and the differences in the annual surplus reporting for accounting purposes vs tax reporting purposes was discussed.

As there were no questions from the Board for the auditors, C.J. James and A. Adeleye left the meeting at 6:00pm.

(iii) Draft Report to City Council Finance Committee

The draft report to the City was included and minor edits to the report were requested by C. Liu.

MOVED: THAT, the Richmond Public Library Board approves the Draft 2019 Richmond Public Library Financial Statements as presented and that staff be directed to complete the report to City Council Finance Committee.

Liu/Hui..... CARRIED

(c) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of February 19, 2020 be approved as presented.

Gillanders/Hawthorne.....CARRIED

(d) Business Arising

None

4. Community

(a) Councillor's Report

L. McPhail provided an on-table report providing website links regarding COVID-19. Other items highlighted in her report included: information on the City Events Strategy Guiding Principles, the City Planning Committee's recommendation to endorse the UBCM 2020 Poverty Reduction Planning and Action Program, and the General Purposes Committee's recommendation to Council to support refugees by signing the United Nations High Commissioner for Refugees (UNHCR) Cities #WithRefugees pledge.

5. Standing Items

(a) Roundtable Discussion

None

(b) InterLINK Report

T. Corr reported that InterLINK elected its new officers at the February 25 meeting. J. Chuback from Whistler was elected chair, and M. Loudon from Squamish was elected as vice-chair. She noted that InterLINK is committed to implementing changes to diversity and inclusion and truth and reconciliation issues for the coming year.

(c) BCLTA Report

C. Liu reported that the BCLTA board assessment survey is complete and had a 100% response rate from members. The BCLTA Forum and is cancelled for this year due to COVID-19 and will not be rescheduled but some workshops are moving to an online forum and the BCLTA AGM will be held at a later date.

(d) Governance Committee report

R. Leung provided a report on the highlights of the March 7 Governance Committee meeting. Policies to be reviewed were prioritized by ones requiring minor updates and those requiring more in-depth review and discussion. The Committee directed S. Walters to identify where the gaps are in the current policies, provide draft change recommendations for the ones requiring minor updates, and to research and bring recommended updates to the Committee on ones requiring more in-depth review. S. Walters noted that some of this review will be delayed due to the current state-of-affairs regarding COVID-19.

The Committee agreed to bring the approved recommended changes back to the Board as each piece is completed so that the Board is regularly apprised of the progress and can adopt the changes as they are made.

6. Chief Librarian's Report

S. Walters thanked the Management team for their collaborative work in keeping staff and the community supported as information continues to change quickly with COVID-19. A work from home plan was quickly developed and implemented, with significant customer service support from IT making it a success. Staff are working on launching a variety of online programs, completing online library card registrations, adding to our digital resources, learning new skills and undertaking projects that will support the library to be well prepared when it is able to re-open.

S. Walters is working with the City, other libraries, and organizations to come up with innovative solutions to meet community needs and noted that she recently participated in a call with the Minister of Education who expressed his support for libraries and utilizing our online tools to support BC students and vulnerable populations.

I. Lee connected with her colleagues at the Richmond Oval to provide their staff with access to the library's online learning resources and has extended the opportunity to City staff who are not Richmond residents.

The library is being consistent with the City's approach in responding to this extraordinary situation. The Management team is currently defining essential core library services and staffing requirements, in addition to identifying future actions that may be required to address this fluid situation.

7. Operations

Management Reports Included:

(a) COVID-19 Response

S. Walters presented a COVID-19 response report from the Management team detailing how each service area is responding to the needs of the community with the temporary closure of the library. Staff have implemented a communications plan across social media highlighting the various online resources that the library has to offer and are working hard to reach out and

connect with our community. Resources are being shifted to digital collections to meet demand, and our home services customers have received a three-month supply of materials. In addition, our fines threshold has been increased to \$100 to allow our customers full access to our online resources and due dates have been extended to April 30 which will be re-evaluated should the library remain closed.

As of March 24, staff are primarily working from home and are being supported with daily check-ins, work from home projects, and have access to online learning tools. Our building service workers are busy deep cleaning and disinfecting the facilities for when the library re-opens.

8. Other Business/Discussion

None

Next Meeting

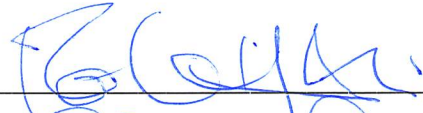
The next Regular Board meeting is scheduled for **Wednesday, April 29, 2020 at 5:30pm.**

The Board discussed using Zoom for the next meeting and will look at deploying this for the April meeting. S. Walters noted that a Board motion to do this may be required.

Adjournment

There being no further business, the Chair declared the meeting adjourned at 6:25pm.

CHAIR



CHIEF LIBRARIAN

