

WEDNESDAY, MAY 27, 2020**5:30 - 7:30pm**

Meeting held via Webex videoconference

Board Present:

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

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Christi Hrabowsky
Iris Lee
Mark Ellis
Shaneena Rahman
Victor Lai

Friends of the Library:

Bonnie Walker

CUPE 3966 Representative

Helen Varga

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.

Gillanders/Liu.....CARRIED

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

MOVED: THAT, the minutes of the regular meeting of April 29, 2020 be approved as presented.

Gillanders/Lemon.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

(i) Richmond Community Foundation - Fund statement for 2019

(ii) Richmond Community Foundation - Donation receipt for RPL Endowment Fund

(iii) Obituary and Condolence re: Barbara Eso, Past RPL Board Chair

The Board acknowledged the passing of Barbara Eso who served on the RPL Board from 1980-1987 and again from 1990 to 1993. Barbara held the position of Vice-Chair and Chair during her tenure.

4. Education Session**(a) RPL Website Launch Presentation**

A. Chi presented a preview of RPL's newly designed website which is expected to launch on June 9. Preliminary testing is complete with various staff groups proving feedback ensuring that the site will meet the needs of our community. The new WordPress platform allows staff to manage and easily update content so that it is always current. The main areas of the site focus on Borrow, Use, Learn to reflect the pages that are the most visited. Usage patterns will drive what is showcased to keep relevant resources at the forefront.

J. Oye asked for some usage metrics and analysis in the fall to determine the success of the new site to ensure that it is reflective of the library's strategic direction. A. Chi confirmed that usage will be tracked as well as trends over time and bounce rates. A performance snapshot will be presented to the Board in the fall. A URL link to preview the new site will be sent to the Board ahead of the launch to provide them with an opportunity to take a closer look.

5. Community

(a) Councillor's Report

L. McPhail provided a report on recent City initiatives including the opening of the Emergency Response Center (ERC) in the former Minoru Place Activity Centre. A. Bechard added that the library is supporting this initiative by lending eight iPads, two computer terminals and providing access to library cards to the residents.

L. McPhail also noted that Senior's week is June 1-7 in Richmond with 13 virtual online events being offered including programs from the library. Information and registration on specific events is available on the City's website.

(b) Friends of the Library Report

B. Walker reported that the FOL will be meeting shortly to discuss a strategy to handle the volume of donated books that have been received since the pandemic started. S. Walters and S. Rahman have provided some ideas already and will assist the FOL.

(c) Summary of Customer Comments

A summary of customer comments was included for information.

6. Board

(a) Trustee Recruitment Process for 2021

R. Leung asked eligible trustees for interest in serving on the Trustee Recruitment Committee for the 2021 Trustee appointments. J. Oye and C. Liu were appointed to serve on the committee along with R. Leung for the 2021 recruitment.

D. Hui suggested having last year's committee provide some feedback to the new committee. S. Walters noted that she will share last year's interview questions and the skills matrix with the current and past committees to review as a group and have the 2021 committee bring back recommendations to the Board for discussion.

(b) Board Biographies for Website

The Board discussed whether to have trustee biographies added to the new RPL website. S. Walters noted that having these would showcase the diversity of the Board's skills and have the added benefit of encouraging community members to apply. The majority agreed to move forward with this. S. Walters will provide drafts for each trustee to approve individually shortly.

7. Standing Items

(a) Roundtable Discussion

J. Oye participated in the recent BCLTA Virtual Trustee Meet-Up along with R. Leung, C. Gillanders, and S. Walters. He noted appreciation for the opportunity to listen to the challenges that other BC library trustees are facing these days and expressed thanks to S. Walters and her team on the continued level of communication that is being provided to the Board.

(b) InterLINK Report

T. Corr reported that the Executive Director of BCLA presented on advocating and building connections with local government at the last meeting. InterLINK's governance committee has prioritized working with member libraries to work on Truth and Reconciliation initiatives. In the roundtable discussion it was shared that some libraries are offering print services for patrons who do not have access otherwise and that many library staff in other areas in BC have been redeployed outside of the library and are working in the community due to the pandemic.

(c) BCLTA Report

C. Liu participated in the virtual trustee meetup on May 25 and provided the PowerPoint presentation on the May sessions on Governance and Public Libraries: Decision Making in the time of COVID-19. Virtual workshops on governance and the mechanics of chairing board meetings are scheduled in June and July. S. Walters noted that although the training budget has been altered this year due to COVID-19, trustees interested in specific training will be supported pending the registration fee amount.

8. Chief Librarian's Report

S. Walters reported that she continues to meet regularly with the City, ABCPLD, and CULC. CULC has designed a tool kit for a wide range of library specific services and ABCPLD is putting together a best practices guideline with a more hands on approach. Working together, public libraries are committed to coordinating timelines in a phased approach to reopening. It is important to note that there are several factors such as organizational size, budget considerations and external pressures that make a single coordinated date impossible. For example, all libraries intend to resume some level of public computer service in June/July.

It was confirmed at the ABCPLD meeting today that a portion of the 1.8 million of funding from the BC Ministry of Education granted to the BC Co-op is funding the 2020 online Summer Reading Club Program. The Co-op also presented a 2-yr plan to fund three key online resources for all BC public libraries in 2021. For the libraries that already subscribe to these resources, there will be an opportunity for reallocation of funds to additional online resources. This would be the case for RPL. The remaining grant funds will support accessibility services and connectivity grants for rural communities who have limited access to Internet services.

Curbside Holds Pickup service launched last week at Brighthouse with branches joining next week. S. Rahman noted that over 200 customers have used the service and more are in the queue. S. Rahman and her team will continue to review the service and make changes to provide the best customer service possible. With over 90,000 books out in the community, the book returns filled up quickly and book return hours will continue to be adjusted to safely meet demand. S. Walters noted that there is currently a 72-hour quarantine but that time frame may change as ABCPLD has requested more information from the BC Centre for Disease Control.

J. Oye asked if marketing budget funds are being redirected now that typical promotional commitments have shifted. S. Walters replied that the library has invested in Facebook ads to boost followers and planning to work with the vendor Koios to boost our Google profile. Funds from various operational areas are being redistributed to purchase items required for reopening such as signage, directional stickers, plexiglass, sanitizer, and PPE.

S. Walters acknowledged the recent passing of retired Steveston Branch Librarian, Anne Budgell. Over the 22 years she worked with RPL, hundreds of children grew up enjoying her daily programs and Steveston residents of all ages received excellent service at the information desk.

9. Operations**Management Reports Included:****(a) RPL Response to Covid-19**

The library is continuing to provide daily programs online to the community thru WeChat, Zoom, and Facebook Live and saw 6,671 participants in the last month. In June, the library will offer various online events to highlight Senior's week and Doors Open 2020. The annual Summer Reading Club for children will run on an online platform with funding generously provided by the BC Ministry of Education with support from the BC Libraries Cooperative. Registration will start on June 24.

The One Book Three Cities program is confirmed for 2020 in partnership with the City of Richmond Sister City Advisory Committee with the cities of Qingdao and Xiamen once again participating. The recently selected 2020 book is written by Canadian author Alice Munro and its title will be forwarded to the Board shortly. J. Oye encouraged the Board to participate this year.

Branch library external book returns opened on May 25 and library circulation staff at Brighthouse have been delivering customer service through curbside holds and book returns. Staff will be deployed to the Cambie, Ironwood, and Steveston branches two days per week commencing on June 1 in order to expand this service delivery. Three staff who have been working from home will return to partial work hours in the physical branches. RPL's Joint Health and Safety Committee is working closely with Human Resources to develop a COVID-19 health and safety program in accordance with WorkSafeBC guidelines.

S. Walters noted that the RFID tagging project is ongoing and will be completed by the time the library fully re-opens.

(b) COVID-19 Health & Safety Program

I. Lee presented the library's COVID-19 Health and Safety Program. The document attached is the Exposure Control Plan - COVID-19 (ECP), which serves as a foundational document on COVID-19 and outlines the risks and best practices. Then as part of the program, health and safety procedures will be created each time a service is implemented based on the ECP.

T. Corr asked if the library has N95 masks and if there any scenarios where they would likely be needed. I. Lee responded that the N95 masks are only required for first aid attendants who provide first aid to the public (noting that the library's first aid attendants only attend to staff). N95 masks are available to our first aid attendants in the event of an extraordinary emergency.

10. Items Included for Information

None

11. Other Business

A. Bechard reported that the library is partnering with other members of the Richmond Indigenous Collaborative Table including Connections Community Services to celebrate National Indigenous People's Day on June 21. All events will be online and offered throughout the week prior to the actual event day. Library programs may include story telling, films, and hopefully an official welcoming by Terry Point. Promotion will occur through the library's social media platforms.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, June 24, 2020 at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 6:58pm

CHAIR



CHIEF LIBRARIAN

