

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, April 27, 2016**

Present: Simon Tang, Chair  
Susan Koch, Vice Chair  
Traci Corr  
Chaslynn Gillanders  
Robin Leung  
Jordan Oye  
Arseniy Shchedrinskiy (arrived 5:40)

Greg Buss, Chief Librarian and Secretary to the Board  
Susan Walters, Deputy Chief Librarian

Regrets: Diane Cousar  
Chak Au, Council Liaison  
Alexa Loo, Alternate Council Liaison

Guests: C.J. James and Eric Tse, KPMG

ACTION

1. Call to Order

The meeting was called to order at 5:35 pm.

2. Approval of Agenda

Simon requested that we proceed with the agenda until our guests arrive.

MOVED: That the agenda be approved as amended.

KOCH/CORR.....CARRIED

5. Approval of Minutes

MOVED: That the minutes of the regular meeting of March 30, 2016 be approved as presented.

LEUNG/CORR.....CARRIED

6. Business Arising

None.

7. Correspondence

The 2016 Library Grants Allocation: Operating Grants from the Ministry of Education was included. We received \$358,319 which Greg noted is similar to last year, as expected.

COMMUNITY

8. Report from Councillor

None.

## ACTION

9. Report from the Friends of the Library

Betsy Blair reported that over 1,000 boxes of books were prepared and the sale was busy each day, April 2 and 3. The Friends raised over \$12,000 at this sale.

10. Customer Comment Forms

A summary of comments was included for information.

(Arseniy arrived 5:40)

11. Items for Decision/Discussion

## (a) 2015 Appropriated Surplus.

Greg reported that the Board is requested to approve an appropriation of \$195k from 2015 Appropriated Surplus to support the Launchpad renovation. The federal government is providing \$65k for this project, but we must expend the funds and request reimbursement.

Our guests arrived and we moved to item 3.

Greg introduced C. J. James and Eric Tse, of KPMG.

3. (a) The Audit Findings Letter was included.
- (b) A Management Representation Letter was included.
- (c) The Draft Financial Statements were included.
- (d) The Draft Report to City Council Finance Committee.
- (e) A revised Schedule 1 Statement of Operations by Fund was presented on table, highlighting reclassified expense figures from 2014. The change was made to the 2014 figures to conform to the financial statement presentation adopted for the current year.

Susan Koch asked the auditors to explain the relationship with the City of Richmond and why a book is considered a capital asset. C. J. James explained that accounting for the library is done by City of Richmond staff. Under accounting standards, items used by clientele are tangible capital assets. In the library, that includes equipment and books. Over time, the cost these assets are amortized over their estimated useful lives, reducing their net book value each year.

Eric Tse reported the audit finding were consistent with last year. The statements are comparable and consistent, year over year.

The Board asked why salaries and benefits budget is high compared to actual expenditure. Greg noted that management knew that revenue was dropping significantly and limited salaries expenditure accordingly. We were also aware that we needed to have \$115k for the Launchpad project. Management made a conscious decision to limit expenditures, including salaries and benefits, to ensure we could end the year with the required surplus.

The Board noted the value of disposed materials in Note 5 Tangible Capital Assets is not clearly stated. We are not disposing of new materials. Disposals are old, used books and other old materials which have a low "net book value", perhaps zero after 4 years of use. The Board asked the auditors to add an additional disclosure sentence at the bottom of Note 5 to clarify the actual value of disposed materials.

ACTION

The Board asked for clarification of Note 7 Accumulated Surplus, as they will vote on appropriation later in the agenda. C. J. explained that general surplus is unrestricted. Appropriated surplus can be allocated by the Board for specified projects.

C. J. noted that this is an unqualified audit and no significant issues were discovered.

MOVED: That the Richmond Public Library Board approve the 2015 Financial Statements as presented and staff be directed to complete the report to City Council Finance Committee.

LEUNG/KOCH.....CARRIED

C. J. James and Eric Tse left at 6:00 pm.

11. Items for Decision/Discussion

(a) 2015 Appropriated Surplus

MOVED: That \$194,730 in appropriated surplus, future capital acquisitions be transferred to the Launchpad project account CE00015. Any surplus funds remaining upon completion of the project are to be returned to appropriated surplus at that time.

CORR/OYE.....CARRIED

**EDUCATION SESSION**

4. (a) An outline of educational session topics was included for information.

(b) Shaneena Rahman presented on the Refocused Print Collection Plan.

The library plays a vital role in the community by providing print material support in the areas of literacy, education, information, inspiration and lifelong learning.

Print collections are the core service of the library and have been pressured with the emergence of ebooks. A refocused print collection plan will allow us to make better decisions on what to purchase as we see changes in circulation and our purchasing power.

Factors such as reduced shelving space, more demand for flexible programming space and the decline of the Canadian dollar are incorporated into the refocused plan. Weeding will become increasingly important due to limited space.

The Board asked if the Hoopla model is working better for us than Overdrive? Shaneena reported that the bulk of customers go to Overdrive as the platform keeps improving. Susan reported that this may change as Hoopla intends to improve their collection.

The Board asked if there is a way to develop a model that shows what we pay for print and digital material, and show depreciation and operating costs (staff, licensing, etc.) to determine residual value. It would be valuable to know if there is a significant difference in formats when all costs are considered.

(c) Shaneena Rahman presented the Refocused Print Collection Plan Project Charter.

ACTION

We are proud to be a popular reading library and will continue to purchase the most in demand print materials that support literacy, early and middle years, curriculum support and material for newcomers and older adults.

We will be observant of ongoing trends, member needs and changes, and the demands of customer convenience as we monitor the recent changes to circulation loan policies.

Libraries are about accessibility and print material provides that. Physical material is essential for families where parents and children can read and turn pages together. Picture books combine stories and art and are best experienced and preferred in physical form. Although digital usage is on the rise, not everyone is comfortable with or able to afford the technology needed to access digital content, even when the resources are free.

Customer demand is for convenience. For example, they will take a photo of a recipe, instead of checking out the cookbook. YouTube provides replacements for some of our collection, such as the DIY section, and is easily accessible 24/7.

The Board asked how collection investment decisions are made, in terms of purchasing the collection. They aren't involved in the process but would like to know the policies that are in place and applied consistently. This topic can be added to a future education session.

Staff: Bring forward to future education session.

**BOARD**

**11. Items for Decision/Discussion**

**(b) Board Policy Manual Review – Group 1**

Greg noted that most suggested edits are straightforward.

The Board discussed 3.3.1.1 "teleconference". While we could use technology for that it is hard for the absent person to participate so we do not encourage teleconferencing.

All further edits, including moving a guideline for gifts for the Board to an Administrative Policy, were accepted with some minor revisions incorporated.

Staff:  
Update policy documents and post on the Board Blog.

**INTERLINK**

**12. InterLINK Report**

Robin reported that the InterLINK Strategic Plan is attached for review. The final version will be published in May.

The Board asked if InterLINK has a digital strategy.

Greg noted that InterLINK does not have a collection itself. Their role is to band libraries together, and in digital terms this can be done through licensing fees. A federation increases bargaining power, shares resources and ideas. InterLINK supports libraries doing what they already do, and InterLINK is very effective in this area. They are also supporting staff development, which is helpful.

(a) The 2016 – 2019 InterLINK Strategic Plan was included for information.

(b) A workshop titled "Outcome Measures: What Should We Be Looking At?" will be held June 15<sup>th</sup>.

Staff: Send reminder about workshop.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION****13. British Columbia Library Trustees Association Report**

Susan Koch reported that the Trustees conference is coming up soon, starting with a dinner the evening of May 13 and a full day of conference sessions on May 14<sup>th</sup>. All Trustees were encouraged to attend.

- (a) The April 2016 Bulletin was included.

**STAFF OPERATIONS****14. Deputy Chief Librarian's Report**

- (a) Susan Walters' report on Operational Highlights for April was included.

Susan introduced Anne Bechard, who was recently promoted to Head, Digital Services.

Susan attended the Public Library Association conference in Denver earlier this month with two other library staff. The event gave Susan the opportunity to meet some vendors in person, improving communication.

The Launchpad expansion project will begin soon, with a launch date anticipated for fall.

**15. Program Reports**

- (a) Lee Anne Smith's report on Programs and Outreach was included.

Lee Anne highlighted several new programs including Talk With Your Kids About Monday Day, BC Youth Week, and International Day Against Homophobia and Transphobia.

The Board noted that the report metrics were very helpful in understanding programs and their relationship to strategic directions.

- (b) Melanie Au's report on Spring Break Programming was included.

Melanie noted that we continue to grow our community partners. A chart linking outcomes was provided. Fewer programs were offered, but program content was more complex and instead of multiple drop-in programs we offered the Spring Break Centre, a designated space for self-led programs.

The Board requested that staff indicate lessons learned for next year when reporting on annual events.

**16. Project Reports**

- (a) Stephanie Vokey's Comprehensive Summary of Customer Complaints, Comments and Questions regarding Changes to Borrowing Policies, Late Charges and Hours of Operations – December 4 to April 19 was included.

Stephanie noted that this report summarizes feedback through comment cards, RefTracker, etc., to the beginning of April. Notable findings are that the highest number of complaints was regarding changes to renewals, and that the library amended this policy quickly.

We will be able to contrast this feedback with results of the customer survey, which took place April 1 to 22. A report on that will come to the next Board meeting

ACTION

- (b) Mark Ellis's report on the Innovative User's Group Conference was included.

Mark highlighted linked data making library collections and programs available to search engines, Application Programming Interfaces (APIs) that make a system "open", and mobile worklists which have the potential to make on-shelf holds paperless.

- (c) Lee Anne Smith's report on the PLA Conference was included.

Lee Anne noted as a highlight that she attended a session on measuring impact, to gain more knowledge about new methods of determining and collecting metrics to measure social, economic or educational impact. This links to the June 15<sup>th</sup> InterLINK session. Lee Anne noted that the library in this study had a full time statistician. The case study suggested to be careful of what to ask and think critically about what you want to know.

17. Status Reports

- (a) The 2015 Human Resources Activity report was included.

ITEMS FOR INFORMATION

- 18. Lee Anne noted that the Volunteer Appreciation Event will be tomorrow night and thanked all Trustees who will attend. About 85 participants are expected.

19. New Trustees Orientation

- (a) Greg reported that the three new Trustees have completed the TOPs Program. Arseniy noted that he took the online program and that it is very good.
- (b) Greg reported that Trustee branch tours are complete.

- 20. The Board Calendar and Work Plan were provided for information.

OTHER BUSINESS

None.

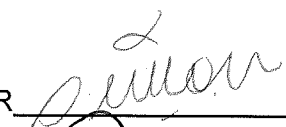
NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, May 25, 2016.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:35 p.m.

CHAIR



CHIEF LIBRARIAN

