

# RICHMOND PUBLIC LIBRARY BOARD

## REGULAR MEETING

Wednesday, June 29, 2016

Present: Simon Tang, Chair  
Susan Koch, Vice Chair  
Traci Corr  
Chaslynn Gillanders  
Robin Leung  
Jordan Oye  
Arseniy Shchedrinskiy

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

Regrets: Diane Cousar  
Chak Au, Council Liaison

ACTION

1. Call to Order

The meeting was called to order at 5:30 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

LEUNG/CORR.....CARRIED

### EDUCATION SESSION

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

(b) Ping He presented the Refocussed Information Services Plan.

(c) Ping He presented the Refocussed Information Services Plan Charter

Ping reported that user satisfaction is the measure of success for Information Services. Ping noted Richmond demographics and Information Services statistics:

- 58% of the population have a library card
- staff answer an average of 446 reference questions per day

Ping spoke about the successful book-a-librarian program at London (Ontario) Public Library, and noted that we provide this service as well. Our customers can book a librarian for 1-on-1 help. Of 243 sessions offered so far, 212 (87%) were booked.

Professional librarians are more valuable than ever, assisting customers find specific information. Google is helpful in answering some questions, but it doesn't find all data and doesn't go as deep as the many databases Librarians know how to navigate. The library offers tours, chat, telephone and email service to assist customers with their Information Services needs.

The Board asked if it was possible to shorten the three-year plan timeline. Ping agreed that it was possible to divide the time differently, and Susan noted that the Board will see some changes implemented before the end of 2016.

## ACTION

The Board asked for clarification on the Inter Library Loan service and InterLINK service. Greg explained that

- We receive a Provincial grant (\$35,153 in 2016) each year for OneCard, that supports a province-wide Inter Library Loan service. Our customers can request a book from any public library in the province, if it's not owned by us. The book will be sent here and returned to the host library by Canada post. Last year 1,913 books were borrowed from us, while only 1,261 were loaned to our customers.
- We pay a fee (approximately \$45,000) to belong to InterLINK and take part in the metro area loan service. Customers from any of the 18 metro area public libraries can borrow our books and return them to any metro library. The InterLINK driver transports books within metro libraries. We receive money for every book borrowed from us, and pay for books our customers borrow from other library systems. Richmond is currently a net lending library.

The Board asked if we expect an impact from a new patron initiated ILL system. Greg indicated yes. We will be looking to other libraries for items in demand every once in a while, but that we can't justify putting into our collection.

The Board asked for the single most important message, which Ping noted is that we are striving to constantly improve and promote our already well-used and popular Information Services, while quickly responding to changing customer needs.

#### 4. Approval of Minutes

- (a) MOVED: That the minutes of the regular meeting of May 25, 2016 be approved as presented.

OYE/KOCH.....CARRIED

#### 5. Business Arising

- (a) Mark Ellis provided a Status Report in ILS Migration and Reporting Capabilities in response to a question last month about card usage after the change in loan policies. The switch to Sierra created some difficulties. Staff archive transactional data and can provide analysis as required but sometimes not to the depth we were able to.
- (b) Wendy Jang provided a breakdown of Multilingual Collection circulation statistics.
- (c) Wendy Jang connected with MOSAIC and offered our bookable meeting rooms and to host a presentation on the Workplace Connections Mentorship Program. The Board thanked her for reaching out.

#### 6. Correspondence

- (a) A letter from Minoru Seniors Society dated May 16, 2016 in thanks for supporting the Tech Lab was included.
- (b) A letter dated May 31, 2016 from Ministry of Education re: 2016 Library Grant Allocations was included.
- i. A 2016 Provincial Grants Status Report was included.

- (c) A letter dated May 30, 2016 from the Ben and Esther Dayson Charitable Foundation was included.
- (d) Letter dated June 7, 2016 to the Ben and Esther Dayson Charitable Foundation thanking them for their donation was included.

### **COMMUNITY**

#### **7. Report from Councillor**

None.

#### **8. Report from the Friends of the Library**

Betsy Blair reported that the Friends already have enough books sorted, packed and priced for the next big sale at Thompson Community Centre, months in advance. The Friends will provide a small sale of children's books at Brighthouse on Saturday, September 10<sup>th</sup>.

#### **9. Customer Comment Forms**

A summary of comments was included for information.

### **BOARD**

#### **10. Items for Decision/Discussion**

##### **(a) Board Policy Manual Review – Group 2 and Group 3**

The Board discussed the following items:

4.3 – change 'gratis' to 'free'.

All other edits were accepted as presented.

Regarding 5.9 Internet Policy, the Board asked if we have considered services that mask internet usage, such as the TOR internet anonymizer. Greg noted that public opinion has changed over the past decade. Privacy used to be expected to a very high degree and that is not necessarily the case now, as so much information is freely shared. Customers using a computer or the WIFI in a public library have an expectation of privacy, but only for appropriate usage in a public library, and the user statement makes it clear that the public library is not a private internet connection.

The Board asked if we can install an internet anonymizer, and if we should.

Mark noted that New Hampshire Public Library Kilton branch came under pressure from Homeland Security to remove their TOR relay, the only one in a US public library. They did suspend the relay from July to September 2015, when their library board voted to maintain it.

##### **(b) The BCLTA 2016 Annual Survey was included for Board input.**

The Board asked if we have statistics we can use to support the survey. Greg noted that the BC Library Branch does collect comprehensive statistics from all BC libraries. The survey will be submitted before the July 3<sup>rd</sup> deadline with Board comments.

##### **(c) Jordan reported that he attended the InterLINK session on performance outcomes on June 15<sup>th</sup> and found it very informative and the speaker quite engaging.**

### **ACTION**

Staff:

Update policy documents and post on the Board Blog.

Staff: submit survey.

## ACTION

Susan noted she and several staff attended a day long workshop the following day. The speaker noted that identifying multiple stakeholders is important, so that you can report back outcomes that have impact. Staff will be piloting several new metrics this summer to inform RPL methodology, which will be presented in the fall of 2016.

(d) June 8<sup>th</sup> Special Meeting:

- i. Notes of the special meeting were provided.
- ii. An analysis of member feedback survey and recommendations for further action were provided.
- iii. A suggested motion to implement Board direction from the June 8<sup>th</sup> special meeting and a proposed timeline were provided.

**MOVED That the following policies are maintained or amended:**

1. Maintain the change from a 28-day to 21-day loan period.
2. Maintain the change from a 28-day renewal to a 21-day renewal, but amend the number of possible renewals from 1 to 2 for regular print books with no holds.
3. Maintain fine increases:
  - a. holds not picked up from \$1.00 to \$2.00
  - b. adult fines from \$0.25 to \$0.50
  - c. young adult fines from \$0.10 to \$0.25.
4. Maintain lowering the threshold at which fines must be paid from \$10.00 to \$5.00.
5. Maintain reduced Monday open hours at the Ironwood, Steveston and Cambie branches at 10:00 am to 5:00 pm (evening closure).
6. Amend reduced Friday hours at the Ironwood, Steveston and Cambie branches from 2:00 pm to 9:00 pm (morning closure) to 10:00 am to 5:00 pm (evening closure).
7. Amend the borrowing limits for books from 10 items to 20 items per category.
8. Amend the overall borrowing limit per card from 25 items to 30 items.

SHCHEDRINSKIY/GILLANDERS.....CARRIED

The Board discussed next steps, including a message to customers must show that the Board listened to their feedback and made appropriate adjustments.

The Board asked if we can target Friday night users specifically and give them a targeted message.

Susan noted that Branch staff are also a good resource as they can speak personally with Friday night users.

Susan confirmed that once we make this open hours change, we will continue to obtain ongoing feedback through comment forms, RefTracker and email.

- (e) Greg reported that the Report to Finance has been provided to City staff and it is expected to be presented to Council for the July 4 meeting.

Council requested an update from last year, and little has changed. Our projection for 2017 will be that about a 3% increase is required to maintain service, as all other possible reductions have already been made. Any increase under 3% must result in further service cuts.

## ACTION

The conclusion of the report is that the library either receives more Municipal funding or will have to make further service cuts.

The substantial collection of all customer comments will also go to Council in this report, as they specifically asked for that feedback.

**INTERLINK****11. InterLINK Report**

Jordan attended the May InterLINK meeting in Robin's absence. The InterLINK board passed their strategic plan, the LLEAD program, and celebrated Rita's retirement. Several fundraising ideas were discussed during roundtable, from pancake breakfasts to crowd funding for construction and beer tastings.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION****12. British Columbia Library Trustees Association Report**

Susan Koch reported that BCLTA has received a \$10,000 grant to deliver a Trustee learning and development project. She encouraged the library to participate in the annual survey, discussed above.

(a) The June 2016 Bulletin was included.

**STAFF OPERATIONS****13. Deputy Chief Librarian's Report**

(a) Susan Walters reported that she attended a second meeting with the architects, Ratio, who are the same architects who designed the Inspiration Lab at Vancouver Public Library and are proving to be very capable. Susan will provide more information at the July meeting.

**14. Program Reports**

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

Lee Anne reported a decline in Adult programs in July and August as partners are not as available over the summer. We have recruited two new Community Programmers who start July 5<sup>th</sup>. A significant outcome of the Purdys Chocolatier event was the number of people who approached the library afterward, making connections with staff.

The Board discussed how to talk about programming for advocacy. The Board agreed they can say that the library is being used more and more for other things than traditional circulation, which continues to decline. We are asking for more funding because the increased use is in a different way than traditional library service. We are a developing venture, not a declining one. While circulation numbers are down, we are investing in what we want to build, including new and different services.

When faced with a decline, any business would change their business model and invest in the new model. This is not a finance consideration, it's a business strategy. We are asking for more funding for non-traditional services as strategy. The Board can speak more about the value the library brings and less about money.

Staff: Provide stats that support value of the library.

## ACTION

- (b) Wendy Jang's report Richmond Celebrates Chinese Canadian History Month was included.

Wendy noted that Chinese Canadian history was added to the grade 5 and 11 curriculum. We are building information about Chinese Canadian history in Richmond to support students. Wendy also noted that we are supporting the upcoming International Society for the Study of Chinese Overseas (ISSCO) conference being held in Richmond July 6 to 8 by hosting a program series and offering free post-conference activities for ISSCO delegates and the public.

The Board were invited to attend the series on Saturday, July 9.

- (c) Anne Bechard's report June 2016 Digital Programming Update was included.

**ITEMS FOR INFORMATION**

15. The staff recognition event will be scheduled for a Wednesday in September.

Staff: propose dates and times.

16. Wendy Jang presented an invitation to Amazing Thailand event on July 14<sup>th</sup>. The Chair was requested to speak

17. Simon gave a verbal report of his ALA Conference experience. Strategic planning based on data was particularly interesting. One third of customers stopped using their library because their lifestyle changed. Libraries must look for ways to replace them, work with students and provide more online materials.

Simon asked if we have Raspberry Pi equipment. Raspberry Pi is a low cost, credit-card sized computer that plugs into a computer monitor or TV and uses a standards keyboard and mouse. It enables people of all ages to explore computing and to learn how to program in languages like Scratch and Python. Susan confirmed Raspberry Pi is on the Digital Services plan for 2017.

18. The 2015 Report to the Community was enclosed.

19. The Board Calendar and Work Plan were provided for information.

**OTHER BUSINESS**

Susan reported that over 1,700 kids have registered for Summer Reading Club as of today.

**NEXT MEETING**

The next Regular Board meeting is scheduled on **Wednesday, July 27, 2016**.

**ADJOURNMENT**

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

CHAIR

CHIEF LIBRARIAN

  
