

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, July 25, 2012

Present: Pat Watson, Chair
Councillor Linda Barnes
Mark Bostwick
Diane Cousar
Dulce Cuenca
Sanjiv Khangura
Simon Tang
Susan Koch

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Peter Kafka, Vice Chair

BUSINESS SECTION

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved with the addition of item 6(a) on table, and that items 10 to 14 be moved up to appear after item 5.

TANG/BOSTWICK.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of June 27, 2012 be approved as presented.

MOVED: That the minutes of the closed meeting of June 27, 2012 be approved as presented.

COUSAR/BOSTWICK.....CARRIED

4. Business Arising

None

5. Correspondence

Dulce Cuenca's notes of the ALA conference were distributed.

10. Report from Councillor Barnes

Councillor Barnes noted that she had recently met with the Deputy Council General of China and would like an invitation to the Dr. Lee celebration extended to them.

11. Friends of the Richmond Library

Allison Cormack thanked Cindy Kloos for assisting the Friends on Canada Day and reminded everyone about the Friends of the Richmond Library 40th Anniversary party to be held on Saturday, July 28, 2012 from 1:00 to 3:00 pm. The invitation was included.

COMMUNITY

12. InterLINK Report

No report.

13. British Columbia Library Trustees Association Report

- (a) The BCLTA response to Libraries and Literacy Branch Discussion Paper was included for information.
- (b) The discussion paper "BC Libraries and the 21st Century – Developing a Vision for moving Forward Together" by J. van Dyk, Director, Libraries and Literacy was included for information.

14. Customer Comment Forms

Pat noted that the customer comment forms were on table for review.

(a) Summary of Comments

The summary of comments is included for information.

EDUCATION SESSION

6. An outline of education topics completed and planned for future was included for information.

- (a) A memo describing the new website homepage and six digital media services – Livemocha (language learning), Freegal (music), Zinio (magazines), OneClick (Audiobooks) M+You MediaSurfer (iPad loans), Hoopla (Movies and Television – and promotion of existing digital services – Learning Express (software) and Press Display (newspapers) – was included on table.

Kat Lucas demonstrated the new home page and described the six new services which will be phased in over the coming months. All customer service staff will be cycling through the demo table and learning each service. There has been significant preparation and back-of-house work to make these services happen and they represent a big change to service as for the first time all physical

collections are represented digitally as well. While it has been complex to prepare for, we expect the services to be successful and appreciated by our customers.

The Board asked what statistics will be tracked. Stats are available from our vendors and our website. As this is a 24/7 service, the Board asked if the time of day used can be captured, and that statistic will be available.

Greg noted that the challenge is balancing our print and digital collection on a limited budget. We are investing in our digital future as customers want it now, but they also still use the physical collection.

STAFF OPERATIONS

7. 2nd Quarter Reports.

- (a) A report of financial status for the period January to June 2012 was provided. Greg noted that many mid-year revenues were just received in the past week. The Board asked if the temporary staff and auxiliary staff salaries are unreasonably high, and Greg responded that use of temporary and auxiliary staff is usually high due to unforeseen sick leave and maternity leaves. Salary expenditures will be on target at year end.
- (b) Statistics
 - i. Circulation comparisons for the months April to June for the past four years was provided for information. The decline in circulation appears to be leveling off. Greg noted that we still have the highest per capita circulation of any public library in Canada, even with the decline.
 - ii. The June 2012 statistics package was provided for information.
- (c) Selected Staff changes for the period January to June 2012 were provided for information. Greg noted that the majority of changes are assignments for staff development. The Board asked if any preventative measures are in place for sick leaves. Greg noted that he works closely with individuals. Stress can be a factor during organizational change and the most important preventative is communication. Greg confirmed that a confidential employee assistance program is available to all staff.
- (d) A summary of training costs, hours and events for the period January to June 2012 was included for information.

8. Immigrant Services Society of BC Job Fair

Wendy Jang reported that the job fair was very successful, with a line up out the door. This is clearly very important service for local unemployed.

9. Strategic Plan Reports

- (a) A report of the June 30th Celebrate Canada Fair was included for information. This year's event was smaller on purpose and limited to the first floor.

BOARD**15. Items for Decision and/or Discussion****(a) Strategic Plan Implementation**

- i. A preliminary draft Request for Proposal was included for discussion. Greg asked the Board to prioritize components. The Board discussed successful results and outcomes in detail. The eventual public consultation will be done by an objective third party consultant.

The first priority is to determine what the community wants. From there we can determine what services the library can provide. Linda noted that the city has 20+ facilities for replacement and unless the Board can provide resident-based vision of services they want, the library won't be able to compete with other city priorities. The library needs to be ready to respond with an appropriate vision as soon as a developer wants to develop a site.

(Sanjiv Khangura and Linda Barnes left at 7:15 pm.)

The Board discussed the scope of the RFP in detail. Greg will meet with city staff soon and a 2nd draft of the RFP will be presented at the September meeting, then published on BC Bid website in October.

- (b) A draft policy regarding the use of the Community Table was included.

MOVED: That the Community Table policy be approved as presented.

BOSTWICK/COUSAR.....CARRIED

The policy document on the Board Blog will be revised.

16. Items for Information

- (a) A recognition event for Dr. Lee was confirmed for Wednesday, August 29, 2012 and activities are being organized for several days of celebration of Chinese Culture from August 17th to the 29th
- (b) A submission to the Community Infrastructure Improvement Fund for wireless service improvements to all library branches and adjacent city facilities was provided for information. The application will be sent by City of Richmond staff.
- (c) The current edition of the *Felicitier* was available on table.
- (d) The calendar and work plan were included.

17. Other Business

None.

18. Date of Next Meeting

The next meeting was **RESCHEDULED to Wednesday, September 19, 2012 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:45 p.m.

CHAIR *Pat Nelson*

CHIEF LIBRARIAN *Greg T. Sun*