

WEDNESDAY, MARCH 31, 2021
5:30 - 7:30pm

Meeting held via Webex videoconference

Board Present:

Jordan Oye, Chair
Caty Liu, Vice Chair
Chaslynn Gillanders
Danielle Lemon
Denise Hui
Diane Cousar
Robin Leung
Sherine Merhi
Linda McPhail, Council Representative

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Iris Lee
Linden Jessome
Mark Ellis
Shaneena Rahman
Victor Lai

CUPE 3966 Representative:

Kate Adams

Friends of the Library:

Bonnie Walker
Elaine Tsi

Guests:

C.J. James, Partner, Audit,
KPMG
Aanu Adeleye, Senior
Manager, Audit, KPMG

1. Call to Order and Land Acknowledgement

The meeting was called to order at 5:30pm with J. Oye providing the land acknowledgement.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

D. Cousar/R. Leung.....CARRIED

3. Business Section

(a) Presentation of 2020 RPL Financial Statements

i. Audit Findings Report (KPMG)

Summarized findings from the audit report were presented to the board by A. Aanu. A finalized findings report will be provided to the library board once the audited financial statements are approved.

ii. Draft 2020 RPL Financial Statements (KPMG)

V. Lai presented the draft 2020 Financial statements prepared by KPMG, included for information purposes. The Library Board had no questions for V. Lai or KPMG.

iii. Finance Committee Report (R. Leung and C. Liu)

The Finance Committee met with V. Lai and S. Walters and has reviewed the statements and reports provided by KPMG. The Finance Committee is recommending the board approve the audited financial statements as presented.

iv. Draft report to City of Richmond Finance Committee (V. Lai)

V. Lai highlighted key items from the draft report to the City of Richmond Finance Committee.

THAT, the Richmond Public Library Board approve the Draft 2020 Financial Statements as presented, and that staff be directed to complete the report to City of Richmond Finance Committee

D. Hui/D. Cousar.....CARRIED

(b) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of February 24, 2021, be approved as presented.

R. Leung/C. Liu.....CARRIED

(c) Business Arising

None.

(d) Correspondence

A copy of the correspondence from the Richmond Community Foundation regarding 2020 December Fund Statement was included for information purposes.

4. Education Session

(a) 2021 Education Session List of Topics

Included for information purposes. There is no education for this meeting, but there will be an education session scheduled for the April 28, 2021 meeting. The management team will continue to look into additional speakers and presenters for the board meetings and welcomes suggestions from the board.

5. Community

(a) Councillor's Report

Councillor L. McPhail noted in her report from the March 8, 2021, City Council Meeting that Staff are working towards presenting a draft Youth Strategy Guiding Principles, Seniors Strategy Guiding Principles and public engagement plans to City Council in the fourth quarter of 2021 for Council's consideration prior to seeking public input. She also shared a link in her report for Trustees to learn about important projects taking place to advance the City's strategies of sustainability, community, culture, safety and much more through Let's Talk Richmond.

(b) Friends of the Library (FOL) Report

B. Walker noted the Friends are continuing with online and second-hand book sales as the FOL has an abundance of books in inventory. V. Lai is working with City staff to support leasehold improvements to the FOL storage space that would enable the FOL to receive all donations and provide regular access to the community. V. Lai and S. Rahman will continue to work with the FOL Executive on this initiative.

B. Walker and E. Tsi left the meeting at 5:55pm.

(c) Summary of Customer Comments

A summary of customer comments was included for information. Questions from C. Liu regarding comments around the fine-free initiative were addressed by S. Rahman.

6. Board – Items for Decision and/or Discussion

(a) Trustee Orientation (S. Walters)

S. Walters reported on the trustee orientation process and noted a digital version of the Board Orientation Manual has been uploaded to the board blog for Trustees to browse at their leisure. Questions surrounding the Board Policy Manual were addressed. J. Oye and S. Walters to collaborate on information transitions between Board Chairs following Chair elections.

i. Trustee Orientation Checklist

Included for information purposes.

- ii. Trustee Orientation Manual Table of Contents
Included for information purposes.

(b) Strategic Planning Proposal (S. Walters)

S. Walters recommended a carry-over of the current Strategic Plan for 1 additional year, with Strategic Planning beginning in late 2021, early 2022. The board has agreed to the proposed recommendation.

(c) Strategic Goals Progress Report (S. Walters)

S. Walters recommended having the Strategic Goals Progress Report presented to the board on a quarterly basis, opposed to monthly. The board has agreed to the proposed recommendation.

(d) Review of 2020 Operations (statistics and use) (M. Ellis)

Questions from the board surrounding the report were addressed by M. Ellis, S. Walters and S. Rahman. J. Oye recommended reworking some of the circulation graphs included in the report to better depict the Hamilton pop-up library service's circulation statistics.

C. Gillanders joined the meeting at 6:23pm.

(e) 2020 Surplus Balances Update (V. Lai)

The balances of the three provisional accounts were presented to the board for information purposes. J. Oye recommended referring the use of surplus dollars back to the Finance Committee to provide an allocation recommendation and report back to the board which the board agreed to.

(f) Special Collection on Chinese Culture (S. Rahman)

A condensed and translated version of the complete report was included for information purposes.

- i. Special Collections Phase Three Options (S. Rahman)

S. Rahman presented the following 3 options to the board for their consideration:

- 1) Retaining the collection in library storage until a new facility is available to display the collection
- 2) Retain only a portion of the collection in storage, while making the calligraphy, painting and art portion available to the public; and
- 3) Look at whether the collection is appropriate for the public library or if it should be sold to another collector such as an academic library or museum.

Questions surrounding the report were addressed by S. Rahman and S. Walters. S. Rahman will investigate associated costs for all three options as well as insurance coverage for the collection and report back to the board.

(g) Ukulele Lending Project (A. Bechard)

Provided to the board for information purposes. A. Bechard noted the project may have possible fund development opportunities for the next 5 years. S. Walters recommended the Governance Committee prioritize the review of the policies (section 7) and Terms of Reference for committees as noted in the report so this project can be forwarded to the Fund Development Committee for action.

D. Lemon left the meeting at 7:02pm.

7. Standing Items**(a) Roundtable Discussion**

D. Hui noted the Steveston Community Centre and Library Branch feedback was well received and the project overall is considered a big success.

(b) InterLINK Report

None.

(c) BCLTA Report

None.

(d) Governance Committee

A copy of the report was included for information purposes. The Governance Committee met on March 23, 2021 to touch base and realign priorities from the last meeting. A copy of the Board Policy Manual has been shared with committee members to begin the review and revision process.

8. Chief Librarian's Report

S. Walters provided her report to the board for information and acknowledged the violent incident which took place in North Vancouver during the weekend of March 27, 2021. She noted there has been significant media coverage and that the branch reopened to cheers and support from the community earlier today. The Management team is currently reviewing RPL's safety protocols and procedures.

The library will be as flexible as possible in supporting staff to take the first available booking to receive the COVID-19 vaccine. Messaging has been provided to all staff encouraging them to make vaccination appointments.

A customer complaint has been received surround mask requirements for children in library and City facilities. S. Rahman has connected with City staff and S. Walters has reached out to the City Solicitor as the customer wishes to file a Human Rights complaint. S. Walters will share more information with the board as it becomes available.

Due to the recent change ordered by the Public Health Officer, the library is taking the initiative to temporarily suspend all outdoor programming until April 19, 2021.

S. Walters noted an upcoming joint ABCPLD/BCLTA workshop called "Shifting Governance: Reconciliation and Relationship Building" is scheduled for May 20, 2021. All Trustees showed an interest in attending this workshop and L. Jessome will register everyone following the meeting.

S. Walters shared that the library will be supporting the Provincial information campaign to take action against racism. Posters will be available to promote the initiative and in a recent conversation with the Libraries Branch, public library directors noted there would be even greater value in being provided conversation kits that would spark important community dialogue.

9. Operations**(a) Collections and Customer Service Delivery**

Included for information purposes.

(b) Community Development and Service Design

Included for information purposes.

(c) Innovation and Learning Development
Included for information purposes.

(d) Information Technology Operations
Included for information purposes.

(e) Marketing and Public Relations
Included for information purposes.

10. Items Included for Information

(a) Board Workshop (J. Oye)
Included for information purposes.

11. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, April 28, 2021 at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:23pm.

CHAIR _____



CHIEF LIBRARIAN _____

