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**WEDNESDAY, SEPTEMBER 26, 2018**

Board Present:

Susan Koch, Chair  
Robin Leung, Vice Chair  
Linda McPhail, Council Representative  
Cathy Liu  
Chaslenn Gillanders(arrived at 6:23pm)  
Diane Cousar  
Jordan Oye  
Traci Corr

Susan Walters, Chief Librarian  
and Secretary to the Board

Staff Present:

Anne Bechard  
Christi Hrabowsky  
Cindy Ho  
Iris Lee  
Lee Anne Smith  
Mark Ellis  
Melanie Au  
Shaneena Rahman  
Stephanie Vokey  
Wendy Jang

Friends of the Library:

Bonnie Walker

Guest:

None

Note:

Arseniy Shchedrinskiy resigned effective  
August 8, 2018

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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.

CORR/LEUNG .....CARRIED

**BUSINESS SECTION**

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of July 25, 2018 be approved as presented.

LIU/CORR .....CARRIED

4. Business Arising

None

5. Correspondence

City of Richmond 2017 Annual Report was distributed on table.

**EDUCATION SESSION**

6. Education Session

(a) An outline of past and upcoming educational session topics was included.

(b) Human Resources: Professional Development, Engagement, and Evaluation

I. Lee gave a presentation highlighting that HR strategy should align with the organizational structure and that HR practices should align with the culture that we want at RPL moving forward. The current HR priorities include: analyzing the current organizational structure and human resource practices, building a strong relationship with our union, and re-examining our policies posted on the staff Wiki.

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The key HR practices that will be focused on are:

- Orientation including health & safety to successfully onboard new employees
- Training and development opportunities
- Leadership development activities
- Conducting a staff survey in the 1<sup>st</sup> quarter of 2019
- Performance appraisals and personal goals setting
- Developing an attendance accountability program

S. Koch asked if the staff survey is a subset of employee engagement and if there is a broader scope beyond the survey vs taking a temperature at one point in time. I. Lee replied that while not explicitly stated, the different programs discussed lend towards employee engagement. For example, updating the Wiki will allow staff to more easily access and find information, thus creating efficiencies and less frustration.

T. Corr asked if we have tools for measuring performance or if these need to be created.

I. Lee replied that these need to be created and that we need to look at what process we use as there are different schools of thought around how best to conduct performance measurement. I. Lee noted that she wants to be mindful that whatever is created is something that staff will find valuable.

R. Leung asked who would have input into the performance appraisals. I. Lee said that there would be collaboration with a variety of staff to find what will be the most beneficial. S. Walters noted that the City is sharing information with us so that we can build upon some of their practices.

C. Liu asked if health & safety training would be offered to everyone, not just new staff. I. Lee replied that this would be offered to new staff during orientation, but all staff will be also offered the training. Further training will then be looked at to train those with supervisory duties and additional health & safety responsibilities.

## **COMMUNITY**

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

Councillor McPhail's written report was included.

Councillor McPhail provided highlights from the Union of BC Municipalities AGM that took place in Whistler in September particularly the B24 Underfunding of Public Libraries, sponsored by Burns Lake. She reminded everyone of the upcoming Richmond Municipal election and encouraged everyone to vote.

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

B. Walker reported that there are 76 members and that the last book sale held raised \$644 in under 4 hours. She thanked C. Ho and L. Smith for their work over the last few weeks. The next book sale is at Thompson Community Center on October 6 and 7. J. Oye asked if we have enough volunteers for the sale and offered to assist with it.

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

A summary of customer comments was included for information.

C. Liu asked if we have enough French programs. M. Au said that Le Club Francais (French Reading Buddies) always needs more student tutors to meet demand and that we advertise widely. M. Au's

team is planning to connect with the French schools to ask what their needs are and how we can support them.

## **BOARD**

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

- (a) 2019 Third Draft Budget Submission**
  - i. Operating Budget**
  - ii. Additional Levels Requests**

S. Walters reviewed the third draft of the operating budget with the Board noting that City staff have made significant changes to the draft budget presented in July. The most significant part of this increase originates from the \$203,000 approved by Council for 2 new library positions. Approved as ongoing, they were funded as one-time expenses and were not added to the base budget in 2018. The City has also made changes to the medical premiums due to provincial legislation and this cost has a significant impact.

C. Liu asked about the computer equipment budget and how the computer upgrade project fits. S. Walters replied that it is not sufficient to cover the total expense, but that we can allocate funds this year and next. In order to complete the project in a timely manner, surplus funds would be required. S. Walters will bring a list of potential projects to the Board so that a decision on what should take priority is supported.

There was a discussion about where to code the Hoopla budget. S. Koch requested that this cost be moved from the operations expense section to collections investments.

R. Leung asked what the variance is for in leases. S. Walters replied that it is for the Ironwood Branch lease. When this lease expires in five years, we can expect to see lease rates increase to market rate.

MOVED: That the draft budget submission and additional levels requested be approved as submitted to the City of Richmond

LEUNG/COUSAR .....CARRIED

### **(b) Board Recruitment**

- i. Schedule**
- ii. Current Board Membership List including Last Possible Date**
- iii. Trustee Recruitment Policy**
- iv. Trustee Competency Matrix**
- v. Recruitment Committee Interview Questions and Dates**
- vi. 2019 Recruitment Package**

S. Walters reminded the Board that Trustee interviews are coming up and that dates have been tentatively scheduled for October 10 and 11. There was a discussion on two potential intellectual freedom questions for the candidates. D. Cousar noted it is important to approach the question from a governance perspective. It was decided that the question from several years ago would be revised and used.

(c) Staff Recognition Event – S. Walters informed that Board that this year’s event will take place on Wednesday, October 24.

(d) Stronger Boards for Stronger Communities

S. Walters reported that Ken Haycock has developed a continuing education program for library boards. There are flexible options for delivery including webinars. She noted that this could be valuable given that the Board will have three new trustees in January. S. Walters will investigate further and report back at an upcoming meeting.

### **INTERLINK**

#### **11. InterLINK Report**

T. Corr reported on the recent meeting with InterLINK. InterLINK receives approximately \$600,000 from the provincial government annually and the impact of that funding is currently under review.

There was a roundtable discussion and T. Corr highlighted the success of RPL’s adult book clubs and the new book dispenser in the Hamilton Community Center. She thanked B. Walker and the Friends of the Library for their work and dedication as Richmond’s FOL group supports RPL more than other groups in the Lower Mainland.

T. Corr also shared some potential fundraising ideas with the table. R. Leung asked if street banners were an option. S. Walters replied that this is already a public art project through the City, but working with City staff to collaborate with them is a possibility. Staff will investigate.

### **BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**

#### **12. British Columbia Library Trustees Association Report**

No report. The Board wishes to acknowledge their appreciation for the chocolates received.

### **STAFF OPERATIONS**

#### **13. Chief Librarian’s Report**

S. Walters reported that the Ironwood fire resulted from a wet mop leaning against the boiler. Additional fire prevention steps have been taken. She also reported that her current focus is on the strategic plan and budget as well as on recruitment and hiring. She will be attending the Canadian Urban Libraries Council in Calgary on October 1-2 and is looking forward to a tour of their new central library.

#### **14. Management Reports**

(a) I. Lee reported on Human Resources activity. C. Gillanders asked if RPL has enough diversity in the workforce at RPL and what the composition is. I. Lee said we will review this and report back.

(b) M. Ellis reported on Information Technology activity.

#### **15. Operations Reports**

(a) L. Smith reported on Adult Programming.

(b) M. Au reported on Children and Family Services.

(c) S. Griffin reported on Circulation and Merchandising

(d) S. Rahman reported on Collections.

S. Rahman reported that the budget and usage for Hoopla has doubled since 2016. She anticipates an average cost of \$15,000 per month for next year. Recommendations to reduce the cost include: limiting the use per person, and removing duplications with Hoopla and Overdrive. S. Rahman has been directed to reach out and find out what other libraries are doing. S. Koch asked if we could add Hoopla usage data into our statistics matrix of usage i.e.: identifying the ratio of total users to total offerings, then comparing this information to what we spend on physical books vs electronic streaming. S. Rahman said that she will look into this.

- (e) A. Bechard reported on Community Services.
- (f) C. Ho reported on Digital Services.
- (g) P. He reported on Information Services.
- (h) A. Chi reported on Information Technology.
- (i) K. Adams reported on Kids' Place.
- (j) S. Vokey reported on Marketing and Public Relations.
- (k) W. Jang reported on Multicultural and Chinese Community Services.
- (l) C. Lindsay reported on Seniors Services.

#### **ITEMS FOR INFORMATION**

16. A list of upcoming advocacy opportunities was included for information.

A. Bechard stated that the 2018 Stuff the Police Cruiser was a very successful event and we will participate again this year. L. McPhail reminded everyone about the Culture Day events taking place in Richmond September 28-30.

17. The Board Calendar and Work Plan were included.

There was a discussion of board meeting dates for 2019. It was decided upon January 30, February 27, and March 27, 2019 for the first quarter.

#### **OTHER BUSINESS**

S. Walters informed the Board to hold Saturday, December 8 in their calendar for the RPL Christmas party with more details to come shortly.

#### **NEXT MEETING**

The next Regular Board meeting is scheduled for **Wednesday, October 24, 2018.**

#### **ADJOURNMENT**

There being no further business, the Chair declared the meeting adjourned at 7:05p.m.

LEUNG/LIU..... CARRIED

CHAIR Susan L. Koch

CHIEF LIBRARIAN Swalter P.