
WEDNESDAY, JANUARY 22, 2020**5:30 - 7:30pm****Board Present:**

Robin Leung
Traci Corr
Caty Liu - via phone
Chaslenn Gillanders - via phone
Denise Hawthorne
Denise Hui
Danielle Lemon - via phone
Jordan Oye
Linda McPhail, Council Representative

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Anne Bechard
Christi Hrabowsky
Iris Lee
Mark Ellis
Shaneena Rahman
Victor Lai

Friends of the Library:

Bonnie Walker
Elaine Tsi

1. Call to Order and Land Acknowledgement

Chief Librarian and Acting Chair, S. Walters called the meeting to order at 5:35pm. Members of the Friends of the Library Executive were on hand to present their 2019 donation of \$32,000 to the library and photos were taken.

Re-appointed Board Trustees Robin Leung, Chaslenn Gillanders, Jordan Oye, and Caty Liu were welcomed back to the RPL Board for two-year terms.

2. Approval of Agenda

MOVED, THAT the agenda be approved as presented.

Corr/OyeCARRIED

3. Election of 2020 Chair and Vice-Chair

S. Walters stated R. Leung's expression of interest to run again as Chair of the RPL Board and asked twice if there were any other nominations. The nominations were then declared closed and R. Leung was acclaimed as Board Chair for 2020.

R. Leung took over the meeting from S. Walters and announced that T. Corr and J. Oye have put their names forward to run for the position of Vice-Chair. R. Leung called twice for any further nominations before declaring the nominations closed. T. Corr made a motion to present her written candidate statement to the Board.

MOVED: THAT T. Corr's written candidate statement of interest in the Vice-Chair position for 2020 be accepted for inclusion into the meeting agenda and presented.

Hawthorne/Hui.....CARRIED

C. Hrabowsky forwarded T. Corr's written statement via email to the Board Trustees attending the meeting by phone. T. Corr and J. Oye spoke to their interest in the position. Eligible trustees were asked to vote in secret ballot and the votes were tallied by C. Hrabowsky with the Chair as witness. J. Oye was announced as the successful candidate for RPL Board Vice-Chair for 2020.

4. Business Section**(a) Approval of Meeting Minutes**

MOVED, THAT the minutes of the regular meeting of November 27, 2019 be approved as presented.

Hui/Hawthorne.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

- (i) Letters from Mayor Brodie re: re-appointment of RPL Board Trustees Leung, Gillanders, Oye, and Liu
- (ii) Letter from City Clerk's Office re: appointment of Linda McPhail as Council Representative to the Library Board and Bill McNulty as alternate
- (iii) Letter from Richmond Community Foundation re: distributable investment income
- (iv) Letter to Kenny Chiu, MP re: congratulations on election
- (v) Invitation letter from Richmond 140th Anniversary Award Committee
R. Leung, C. Liu, and W. Jang attended and accepted the Innovation and Literacy Promotion Award for the library at the December 15 event held at the River Rock Show Theatre.

5. Education Session

(a) An outline of past and planned topics for education sessions was included.

(b) Intellectual Freedom (A. Bechard)

February 23 - 29 marks the 36th anniversary of Freedom to Read Week. RPL participates in this annual event encouraging Canadians to think about and reaffirm their commitment to intellectual freedom which is guaranteed under the Canadian Charter of Rights and Freedoms.

Libraries across Canada are experiencing a significant shift from collections challenges to public programs challenges, which have been highlighted frequently in the media and across social media platforms.

Library staff are reviewing RPL's request for reconsideration process to include a mechanism for evaluating challenges to programs and events so that all challenges are evaluated professionally and fairly.

C. Gillanders asked how the library chooses which community-led programs it will offer. A. Bechard noted that the library has a program proposal form that community partners submit for consideration by library program staff. Topics are balanced to provide a range of different programs by different organizations.

- (i) A list of all challenges received from 1978 - 2019 was included for information.

6. Community**(a) Councillor's Report**

L. McPhail provided an on-table report on some notable events taking place in the City which include the opening of the Minoru Centre for Active Living Fitness Centre and a recruitment information session for emergency programs volunteers. Upcoming in February, there will be several events being held throughout Richmond on Family Day including the Children's Arts Festival.

Also highlighted in her report was the City's commitment to focusing on police and fire staffing and infrastructure renewal in the 2020 budget.

(b) Friends of the Library Report

B. Walker and E. Tsi presented the Board with a generous donation of \$32,000 (2019) noting that the Friends have donated over \$679,000 to RPL since their inception nearly fifty years ago. They thanked the library for their assistance in promoting book sales. The next sale will be held on February 29 at the Cambie branch.

(c) Summary of Customer Comments Report

A summary of customer comments for the month of December 2019 was included.

J. Oye noted that he submitted a comment and was pleased to receive a timely and professional response.

7. Board - Items for Decision/Discussion

(a) 2019 RPL Statement of Operations

V. Lai presented the preliminary RPL Statement of Operations for the year ended December 31, 2019 noting that the year end audit is currently underway. J. Oye suggested that the marketing budget be maximized and increased for 2021 as this is one of the library's strategic goals.

(b) Review of 2019-2021 Strategic Plan Progress

S. Walters presented a progress update on the 2019-2021 Strategic Plan. Items carried over from 2019 have been prioritized and 2020 will see a strong focus on staff development and customer service. Two workshops with the leadership team will result in staff workplans to achieve strategic goals.

(c) Board Skills Matrix Review

(i) 2018 Board Skills Matrix Template

(ii) 2018 Board Skills Matrix Results

The 2018 Board Skills Matrix template and results were included for discussion. The Board will identify any changes they would like made to the template and the Trustee Recruitment Committee will review this in advance of the 2021 advisory committee appointment process.

(d) 2020 Board Work Plan and Priorities

The proposed Board Workplan for the year was provided. Feedback and changes were welcomed.

(e) Board Events Discussion

(i) CNOY and Other Community Service Initiatives

The Coldest Night of The Year event hosted by Chimo Community Services is taking place on February 22. Any Trustees who are interested in participating and taking a lead on the event can connect with the executive assistant. The event will be put on the Board blog and calendar for consideration.

The Board will consider what types of events they feel would be the most impactful to the community to participate in this year and how they would like to be informed about them.

(ii) Board Photos for Social Media

The Board discussed what formats they would like used to showcase community/advocacy events that they participate in i.e.; group photos or individual photos accompanied by impact statements. The Board agreed that they would like to have more options for engagement in events that they feel are important as individual trustees. Staff will look into providing more opportunities on the library's social media platforms that move beyond group photos, balancing individual trustee support and Board as a whole support.

(f) Freedom to Read Week Proclamation Request

Freedom to Read Week will be promoted via branch displays, website banners, and across social media platforms.

MOVED: THAT Mayor Brodie be requested to proclaim February 23 - 29, 2020 "Freedom to Read Week" in the City of Richmond.

Oye/Hui.....CARRIED

(i) The 2020 draft Freedom to Read Week proclamation request letter to Mayor Brodie was included for information.

(ii) The 2019 Proclamation from Mayor Brodie was included for information.

(g) Appointment of InterLINK and BCLTA Representatives and Alternate Representatives

R. Leung re-appointed T. Corr for another term as InterLINK representative and J. Oye as alternate. C. Liu was re-appointed as BCLTA Representative and is currently serving as a director on the BCLTA Board.

8. Standing Items

(a) Roundtable Discussion

T. Corr mentioned her recent participation on the Performance Appraisal Committee. Further discussions on the Board Self-Evaluation Survey (November 2019) were tabled to a future closed meeting.

(b) InterLINK Report

(i) The Provisional 2020 InterLINK Budget was included for information.

(c) BCLTA Report

C. Liu reported that the BCLTA Board has approved a structure re-organization in order to increase staff capacity and sustainability. Highlights of the December 2019 community report were also provided.

(d) Governance Committee Report

D. Hawthorne and T. Corr resigned from the Committee and J. Oye has joined.

9. Chief Librarian's Report

S. Walters reported that Council's request for a memorandum on library usage statistics is underway and will be shared in February. The request arose from the budget presentation on December 9.

The library's computer replacement project will be completed in Q1 and IT will be presenting a business case at the February meeting for replacement of the self checkout machines and migration to RFID technology. With the new self-check in pilot project receiving Council support, these upgrade projects would be a good investment in the library's future.

The library will also be asking for Board approval to move into the 2nd phase of the Special Collection on Chinese Culture project.

The new book dispenser has arrived at Minoru Seniors Centre for Active Living and will be launched in February to the community. Details to follow.

10. Operations

Management Reports Included:

(a) Community Engagement

A. Bechard reported on the library's inaugural GivingTuesday campaign participation noting that the funds raised will go towards the purchase of two new DAISY readers and that the goals that the library had hoped to achieve in its first year of participating in this campaign were met. Staff appreciated feedback from the Board on how to make the form more user friendly for donors.

(b) Customer Experience

S. Rahman reported on some noteworthy statistics for 2019. The library saw a 4.27% increase in library card registration and while print collection circulation declined by 5% over the previous year, the digital collection usage increased by 22%. The library will be allocating 2020 collection funds to the areas which have the highest impact for our community and adding more copies of high demand and trending titles on excessive hold lists for all branches.

Service Area Report Highlights:

(c) Collections and Customer Service Delivery

An update on the Ask Us Email service and the upcoming launch of the new book dispenser at the Minoru Centre for Active Living was provided.

(d) Community Development and Service Design

Planning is underway for the 2020 One Book, Five Cities event with the Sister Cities Advisory Committee. January is Alzheimer's Awareness month. Related collections and programs are being promoted throughout the branches and our website. Library community services staff will be starting regular visits with female residents of the Richmond House Emergency Shelter to assist them learning about community resources and develop digital literacy skills. A survey was completed in November 2019 to gauge library volunteer's satisfaction with the impact they feel they are making. Feedback and suggestions for improvements were reviewed.

(e) Innovation and Learning Development

Based on feedback from digital program participants, staff will be introducing an internal file sharing server called Moat which will allow staff to provide controlled secure access for participants to download their creative projects via a limited use link and then continue to use their projects created at the library at home.

(f) Information Technology Operations

OTRS implementation has now fully replaced RefTracker as the library's online reference platform. The new phone system rollout for staff is well underway in conjunction with City IT. The web team is reviewing staff and key stakeholders' feedback prior to launching the new website.

(g) Marketing and Public Relations

Social media highlights were provided for Q4 2019. The library added 300 followers to its Facebook page. In January, the Inspire Curiosity campaign will launch for grade 4 students and run concurrently with the current grade 1 campaign. The campaign is being expanded this year to include private and home-schooled students.

11. Items Included for Information

(a) 2020 Board Calendar

12. Other Business/Discussion

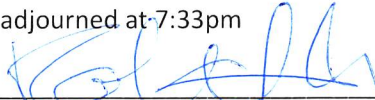
None

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, February 19, 2020 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:33pm

CHAIR  _____

CHIEF LIBRARIAN  _____