

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, October 30, 2013**

Present: Peter Kafka, Chair  
Simon Tang, Vice Chair  
Councillor Linda Barnes (left at 6:00)  
Mark Bostwick  
Diane Cousar  
Dulce Cuenca (arrived at 5:35)  
Susan Koch  
Pat Watson

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

Regrets: Sanjiv Khangura

**BUSINESS SECTION**

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

.....CARRIED

3. Educational Session

An outline of educational topics was included for information.

(a) Information Technology Services Overview was included.

Mark Ellis spoke to the IT Services Overview and summarized some issues: WiFi status, self-checkouts, telephones and the IT department's relationship with the City of Richmond.

The discussion was opened to questions from the Board.

The Board asked:

- If we have looked into leasing equipment? Mark responded that we have leased the self-check-out units but not desktop computers.
- Can RFID be hybrid? Mark noted that we could process both bar coded and RFID materials, or convert one branch at a time, or incorporate new items with RFID and wait until the remaining collection reaches a cost effective point before converting everything. There are several options available. When we purchased the sorting machine we were planning for an eventual move to RFID and the chose the automated sorter because it has RFID capability.
- Who manages WiFi at the other buildings in the Minoru complex? Mark noted that library staff attend to any issues and that library staff had recently been to the aquatic centre to reset a switch.
- Are services in the cloud part of the longer term strategic plan? Mark replied that

**ACTION**

**BUSINESS SECTION**

VTLS offers cloud hosted servers but there are catches: we would lose access to the underlying data and hosting customer data in the US may be problematic.

- What are IT's priorities? Mark noted that the Library Strategic Plan will help in determining IT's strategic plan, which he will bring to the Board in early 2014.
- If IT could get one more FTE, what would you do with it? Mark noted IT will be working with staff on Web development. At this point the staffing level on the computer hardware side is about right and more funding would be better put into equipment.
- Can/do we use the City's purchasing power? Mark responded yes, when we can. We also get the Dell government rate for computers.

**ACTION**

STAFF:  
Complete IT  
Strategic Plan.

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of September 25, 2013 be approved as presented.

BOSTWICK/WATSON.....CARRIED

5. Business Arising

None.

6. Correspondence

None.

**COMMUNITY**

7. Report from Councillor Barnes

Linda reported that three conceptual options for the future use of the Garden City Lands were accepted by the Parks, Recreation and Cultural Services Committee on October 29. Linda informed the Board that there will be a public open house on Thursday, November 7<sup>th</sup> between 11 am and 9:00 pm at Lansdowne mall. Additional information on the concepts and feedback forms will be available at the open house. The public will be able to provide input about the proposed concepts beginning on November 7 at [www.letstalkrichmond.ca](http://www.letstalkrichmond.ca).

**ACTION**

Board and Staff  
invited to attend  
Community  
consultation  
November 7<sup>th</sup> at  
Lansdowne mall.

Linda noted that Kwantlen University is planning an expansion of their Richmond campus to include residences and a larger library. Linda brought this to the Board's attention as there may be an opportunity to partner with them.

8. Report from Friends of the Library

Alison Cormack reported that the recent book sale was successful and thanked the City for the new book recycling venture at the works yard. Friends have access to locked space with shelving at the drop off area and can sort through donated books for items suitable for sale.

Linda noted that she was pleased to hear that book recycling is up and running. Pat suggested we promote this on our website.

STAFF: promote  
book recycling.

Alison reminded the Board that the AGM is coming up on November 23<sup>rd</sup>. Peter confirmed he will attend and asked for time on their agenda.

Peter: attend  
FOL AGM.

(Linda left at 6:00)

**STAFF OPERATIONS**

**ACTION**

9. Program Reports

- (a) Lee Anne Smith spoke to the Large Event Programming report included, and Greg noted that this report is in a new format, combining all recent and future upcoming large events. Lee Anne noted that most programming suggestions coming from our community fit into our mandate. The few that don't generally don't have significant attendance and are run by community participants. It takes about 4 weeks to promote an event and at this point we are working two months ahead to prepare sufficiently.
- (b) Melanie Au spoke to the After School Drop In program report included. This program started in October. Other programs are offered at the same time in the same location. The program is supported by teen volunteers. Staff set up the area and display books and other resources. Melanie confirmed that the cultural centre used to run a chess club but no longer does.

10. Project Reports

- (a) Shaneena Rahman spoke to the 2013 Dr. Lee Donation project report included, and noted that staff have sorted, boxed and moved the Dr. Lee donation to the library and are now pursuing installation of compact shelving. Staff are working with city staff and the installers to determine if the Special Collections location is structurally safe to house the weight of shelving and the collection, and to complete minor renovations. Funding will come from the Richmond Chinese School Foundation donation.
- (b) Kat Lucas spoke to the Pre Patron Purge Membership Retention project report included. This project will, where possible, contact members who have not used our services for two years prior to their record being purged to attempt to retain them.

The Board also asked if we know how many materials we lose in a year, system wide and if the losses are significant or reported to the auditor. Greg responded that he will have staff analyse deletion records and report back.

STAFF: provide statistics on lost / stolen materials.

11. Third Quarter Reports

- (a) The Board discussed the Financial Status Report included. Greg reported that salaries are best reviewed as a whole and not line by line as our salary budget is determined based on positions and the actual staffing component changes during the year due to unforeseen circumstances such as illness, maternity/paternity leaves, resignations and retirements. Greg also confirmed that the collections budget is under tight control. We do not anticipate any significant variance except for a 2012 retroactive payment adjustment related to salaries.
- (b) Statistics to September 30<sup>th</sup> were included. Greg noted that the 2011 census numbers are becoming available and will be incorporated in the map. A trend of decreasing use is still evident, as is less demand for print materials. The Board discussed metrics and better breakdowns of branches, categories, ages, etc.

STAFF: continue to refine metrics.

12. Customer Comment Forms

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

(a) Summary of Comments

The summary of comments is included for information.

**INTERLINK**

**ACTION**

13. InterLINK Report

(a) A summary of InterLINK Board meeting September 24, 2013 was included.

No report.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**

**ACTION**

**14. British Columbia Library Trustees Association**

- (a) The BCLTA Bulletin October 2013 was included and provided on the Board blog.
- (b) The BCLTA member survey was included.

No report.

**BOARD**

**ACTION**

**15. Items for Decision/Discussion**

**(a) Long Range Status Report**

- i. Status report #10 was included. Greg reported that IBI Group is analysing the data and preparing reports for concluding part 3 of the project. IBI Group will make a presentation at the November meeting.
- ii. Lee Anne Smith spoke to the Community Stakeholder's Meeting project report included. 25 invitations for the November 20<sup>th</sup> event have been sent with 14 confirmed attendees to date. Diane suggested that the Board follow up with emails to the participants they know personally to encourage participation. Mark noted that teachers and high tech contacts are missing and suggested targeting these groups. Peter suggested the Richmond Chamber of Commerce as well.

BOARD: email their contacts.

STAFF: Invite additional participants.

The Board asked if we will be giving a presentation at the stakeholders' meeting. Greg noted that Lee Anne, Peter and he will facilitate the meeting and that customer vignettes are posted on the Your Library Your Future website and will be available in the room. A preliminary meeting to review the agenda for the event will take place with the Chair.

Peter encouraged all Board to attend if possible. The event will take place in the 2<sup>nd</sup> floor Community Place.

The Board also suggested contacting MLAs and MPs in early 2014 when we have a more complete strategic plan and letting them know about it.

STAFF: Contact MPs and MLAs in 2014.

STAFF: Prepare guidelines and processes.

(b) A draft Respectful Workplace Policy was included. Susan noted that the policy is the basis for further guidelines and processes.

MOVED: That the Richmond Public Library Board approve the Respectful Workplace Policy as presented.

WATSON/KOCH.....CARRIED

**(c) Meeting of Audit Committee and KPMG**

- i. The agenda of October 10, 2013 was included for information.
- ii. The signed Audit Planning Letter was included for information.

STAFF: Organize recognition event, BOARD welcome to attend.

(d) The staff recognition event was scheduled for Wednesday, November 20, 2013.

(e) Call for nominations for 2014 Board. Any Trustees interested in serving as Chair or Vice Chair in 2014 were requested to let Greg know. Elections or appointment will take place at the January 2014 meeting.

BOARD: Those interested contact Chair.

(f) The 2013 Board Self-Evaluation Survey was included. Board requested that

**BOARD**

reminder emails be sent prior to next meeting to encourage 100% participation in the survey.

**ACTION**

STAFF: Send reminder email.

**16. Items for Information**

- (a) Board who attended the Civic Appreciation Reception at City Hall noted that the event is very well organized and run. The Board agreed to send a congratulatory letter to Greg Halsey-Brandt on receiving Freedom of the City award and a thank you letter to the City will be sent on behalf of the Board.
- (b) Greg reported that Sanjiv Khangura has withdrawn his application for reappointment and that combined with Dulce Cuenca reaching the end of her appointment there are now two positions to fill on the 2014 Board. The Trustee Recruitment Committee reported that they were successful in identifying excellent candidates for the upcoming vacancies and have made their recommendation to Council, who will make appointments next month. The Board discussed the dip in applications this year and Greg noted that the Library Board generally gets more applicants than other groups. The Board agreed to review competencies earlier in the year and to target recruitment accordingly.
- (c) Peter and Dulce and their guests attended the Richmond Chinese Community Society Fundraising dinner/dance on October 26<sup>th</sup> and enjoyed the event.
- (d) All Board are encouraged to attend the Warrior Donation Tea on Saturday, November 2<sup>nd</sup> to recognise the Williams and Lomness families' donation of the Terracotta Warrior installed on the plaza. The Board asked if this Warrior was given a name.
- (e) The 2012 Report to the Community was included. The Board discussed revising the title to remove the year. The timing of this report relates to receipt of the Audited Financial Statements which in past years was much later in the year. Greg confirmed that the upcoming annual report to Council will review current information.
- (f) The annual Celebrate with Books donation opportunity was included. The Board discussed preparing wish lists for publication on the web, similar to annual wish list given to the Friends. Two wish lists will be prepared – one for individuals and one for corporate donors.
- (g) The electronic edition of *Felicitier* will be posted to the Board Blog when available.
- (h) The Board Calendar and Work Plan was provided for information.

STAFF: prepare letters.

STAFF: Add competency review to July agenda.

STAFF: Check name.

STAFF: rename next Report to the Community.

STAFF: prepare individual and corporate wish lists.

**17. Other Business**

None

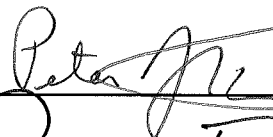
**18. Date of Next Meeting**

The next Board meeting will be **Wednesday, November 27, 2013 at 5:30 pm.**

**19. Adjournment**

There being no further business, the Chair declared the meeting adjourned at 7:40 p.m.

CHAIR



CHIEF LIBRARIAN

