

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, April 1, 2015**

Present: Simon Tang, Chair  
Susan Koch, Vice Chair  
Mark Bostwick  
Kash Chahal  
Traci Corr  
Diane Cousar  
Robin Leung  
Alexa Loo, Alternate Council Liaison (left at 6:50)

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

Regrets: Chak Au, Council Liaison  
Peter Kafka

ACTION

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved.

CORR/LEUNG.....CARRIED

**EDUCATION SESSION**

3. (a) An outline of educational session topics was included for information.

(b) Susan Walters described five major concerns of collection development for the library:

1. Digital vs print collections: developing both types of collection is crucial, but must occur within the current budget restraints.
2. Depth and diversity vs popularity: changing our current focus on multiple copies of popular titles will increase diversity, but at the expense of lengthening hold lists for popular material.
3. RPL collection vs InterLINK libraries' collections: InterLINK libraries are a valuable resource for providing access to material we will not be purchasing. We are currently a net lender but collection development changes may lead to us being a net borrower in future, with a resulting reduction in revenue.
4. Main library vs small branches: local community needs are all different and branch collections should reflect this with the main library being a system-wide resource for unique items and diverse collections.
5. Space for books vs space for programs: balancing new programming needs with a need to refocus and build the collection means converting existing book stacks space into programming space.

## ACTION

The plan for allocating the recent \$200,000 approved by Council is to inject \$75,000 into much needed physical collections for kids, teens and branch collections and to put \$125,000 toward digital collections which up until now have focussed on popular material. These funds will purchase a wide range of digital fiction and non-fiction material for all ages.

Shaneena Rahman noted that it has been 10 years since the last comprehensive review of collection management policies. Staff gathered information from all InterLINK libraries in order to develop their recommendations for changes to our policies.

Shaneena described collection management as policies on:

1. Length of loan periods
2. Number and length of renewals
3. Holds allowed or not
4. Borrowing limits for material
5. Fines and charges

She noted that in the past we have been quite generous in our policies in the interest of good customer service. Suggested changes to tighten up these policies will benefit most customers by making material more available, but not every individual will be happy with the changes. Recommendations include:

1. Loan periods: reduce to 21 days for print materials. No change for DVDs or digital material.
2. Renewals: reduce books from 2 x 28 day renewals to 2 x 7 days, DVD from 2 x 7 day renewals to 1 x 7 days.
3. Holds: increase fee amount from \$1 to \$2 for customers who place hold but do not pick them up.
4. Borrowing limits: 25 items total per customer, all categories. Reduce category limits to 15 print, 5 for DVDs and 5 for digital loans.
5. Fines are intended as a negative incentive. To increase fine revenues we will have to change our lenient approach to collecting fines. In addition, staff recommend that the full amount be paid when customers reach the threshold. It is currently \$10 and will be reduced to \$5.
6. Remove staff and Board special status regarding overdues and fines.

These suggested changes will increase staff/customer interaction, often because the public will be initially unhappy with the change and want to talk with staff. Staff will need to explain policies, collect email addresses for timely notification and better assess where leniency is required. A public communications plan to ensure the benefits of changes are clearly explained and should be in place prior to implementing changes.

The Board asked about replacing a lost DVD and noted the charge was higher than expected. Shaneena noted that the replacement cost for library items includes the costs of making material shelf-ready including cataloguing, labelling and security tape.

ACTION

The Board asked about borrowing InterLINK materials. Shaneena confirmed that while InterLINK libraries don't share CDs, DVDs or ebooks, all other material can be shared after it has been in the library's collection for one year.

The Board asked how often holds are not picked up and how long a hold is put aside. Approximately 700 holds are not picked up per month. Holds are kept for one week and then returned to the collection. Customers who receive notification by email are able to be contacted the same day. However, other customers are notified by print mail.

The Board asked if holds can be put "on hold" if the customer can't pick up due to vacation or other reasons. Shaneena noted that this is a service we provide online, and promoting this will be part of the communication plan.

The Board asked if there was an opportunity for partnership with the school board. Susan Walters noted that school libraries are struggling and we work with teachers to understand their curriculum so that we can support students with homework help. Susan noted that teachers and school librarians value public library resources and do direct students to the library. As the schools shift to a more "personalized education" approach, we will have to monitor the effect on library use.

**BUSINESS SECTION**

4. Approval of Minutes

(a) MOVED: That the minutes of the regular meeting of February 25, 2015 be approved as presented.

(b) MOVED: That the minutes of the closed meeting of February 25, 2015 be approved as presented.

BOSTWICK/COUSAR.....CARRIED

5. Business Arising

(a) A list of 2015 appointments was provided. Susan Koch volunteered to have her name put forward for election to the BCLTA Board, as Peter's term ends with the AGM in May.

(b) A memo from Simon outlining the Proposed Board Alumni Group was provided on table. The Alumni Group will not act as a shadow Board or overlap with the mandate of other organizations such as the Friends of the Library. An appropriate activity for the Alumni Group will be discussed at the upcoming Fund Development Workshop.

STAFF: provide nomination materials.

BOARD: identify appropriate activity for Board Alumni Group

6. Correspondence

(a) A letter dated February 19, 2015 from Richmond Community Foundation re: Fund Statement was included.

(b) A letter dated February 19, 2015 to Richmond Community Foundation re: Friends of the Library donation to Endowment Fund was included.

**COMMUNITY**

7. Report from Councillor Loo

Councillor Loo reported that the Richmond Public Library Steveston Branch Short Term Options report (10(c) on table) will go to General Purposes committee on Tuesday, April

## ACTION

7, 2015. City staff are suggesting that the Steveston branch stays put until the Steveston Community Centre develops a long term vision.

Councillor Loo noted that a portion of gambling revenue will be used to create Council Community Initiatives, a discretionary fund that Council can use to support community services.

Regarding the use of libraries by the disenfranchised and homeless who use our buildings as safe places: this is a valuable public service and there may be a possibility of partnering with other services for support. The Board noted that this is an issue throughout all Metro Vancouver libraries.

8. Report from the Friends of the Library

Alison Cormack reported that the Friends raised \$560 at the recent mini sale in Brighthouse. They are preparing for the upcoming Whale of a Sale on April 11/12 at the Thompson Community Centre. Over 800 boxes of books have been sorted for the sale.

9. Customer Comment Forms

A summary of comments was included for information.

**BOARD**

10. Items for Decision/Discussion

(a) 2015 Conferences

- i. A schedule of upcoming conferences was included. Simon will attend ALA, Traci will attend BCLTA TOP, and Susan will attend the BCLTA conference. Any additional Trustee interested in attending should contact Greg.
- ii. Trustee Conference Attendance and Travel policy was included.

(b) Response to Council Referral on Revenue and Expenses

- i. The Council Referral Report was included for discussion at this meeting and was supported by the education session earlier in the agenda.

Greg noted there are two areas where changes could make a significant impact and support future library growth: fund development and using the human capital of the community itself. Tapping into community involvement could be the library's future road to expanding services significantly.

Fund development would include corporate sponsorship and public donations. More work will be done on the Board direction for fund development at the upcoming Fund Development Workshop.

(Councillor Loo left at 6:50 p.m.)

Greg noted our largest expense is salaries and benefits. Potential savings are limited and not a solution to financing growth. Regarding fines, the Board discussed reducing the threshold from \$10 to \$5, while at the same time increasing fines and the effect these two actions would have on our less affluent customers. The Board did not support increasing fines this year, but did support a more stringent attitude toward collection of fines and charges. They felt the double whammy of increased fines and more stringent collection would anger the public. Leniency on fine payment where deserved must continue. Potentially

## ACTION

increasing fines can be reviewed again in one year.

Greg will prepare a final referral report to Council, including the Board's recommendations, in consultation with the City's Finance Department.

- ii. A recommendation worksheet was included and provided on table. The Board worked through the worksheet indicating their priority for the 35 recommendations on the list.
- (c) City Staff Report: Richmond Public Library Steveston Branch Short Term Options was provided on table. Greg noted that this report might stimulate further discussion on the ONNI development.

**INTERLINK**11. InterLINK Report

- a) A summary of the February 24, 2015 InterLINK Board meeting was included.

Mark reported that InterLINK financial statements were approved. Finance committee advisory group is closely watching how InterLINK spends. Greg Buss is a member of that committee. InterLINK will review governance and reporting and has hired a consultant to prepare a handbook for their Board.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**12. British Columbia Library Trustees Association Report

- a) A message from Paul Tutsch regarding recruitment of a new Executive Director was included.

**DISCUSSION OF ITEMS 13 TO 19 WAS DEFERRED IN THE INTERESTS OF TIME****STAFF OPERATIONS**13. Chief Librarian's Verbal Report14. Program Reports

- (a) Lee Anne Smith's report on large and special event programming was included.
- (b) Lee Anne Smith's report on 2014 Library Tours was included.
- (c) Shelley Civkin's report on ESL Book Club was included.
- (d) Shelley Civkin's report on the Freedom to Read Event was included.

15. Project Reports

- (a) The March report on Sierra Migration was included.
- (b) A 2015 City Capital Projects report was included.

16. Wendy Jang's activity report to the Richmond Chinese School Foundation was included.

17. Shelley Civkin's 2014 Provincial Library Grants Report to Libraries and Literacy was included.

**ITEMS FOR INFORMATION**

Add to April 29<sup>th</sup>  
Business arising

Add to April 29<sup>th</sup>  
Business arising

Add to April 29<sup>th</sup>  
Business arising

## ACTION

18. A report on the Richmond Chinese Community Society Dinner was not required.
19. Library Champions celebration report was included.
20. The Staff appreciation event took place on March 18<sup>th</sup>. Simon presented gifts to staff celebrating long service.
21. A recognition tea for the Kronier family took place immediately prior to this meeting.
22. A facilitated Fund Development Workshop is scheduled for Wednesday, April 15<sup>th</sup> at 5:30. A light meal will be available at 5:00.
23. The annual Board group photograph will take place at 7:00 on April 15<sup>th</sup>, following the Fund Development Workshop. Individual photographs for new Trustees and retakes for existing trustees will take place after the group photograph. It is important that all Board members be present for the group photograph, even if they are unable to attend the Fund Development Workshop.
24. A link to the electronic edition of *Feliciter* Vol. 60 No.6 (December 2014) was recently posted on the Board Blog. Links to future editions will be posted when available.
22. The Board Calendar and Work Plan were provided for information.

**OTHER BUSINESS**

Melanie Au briefly reported on Spring Break programming. 35 programs were delivered and six new community partners took part.

A Board social will be organized in June.

**NEXT MEETING**

A Fund Development Workshop is scheduled for **Wednesday, April 15 at 5:30**, followed by the Board photograph.

The next Board meeting is scheduled on **Wednesday, April 29, 2015 at 5:30 p.m.**

**ADJOURNMENT**

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

CHAIR \_\_\_\_\_

CHIEF LIBRARIAN \_\_\_\_\_