

# RICHMOND PUBLIC LIBRARY BOARD

Wednesday, November 30, 2011

Present: Pat Watson, Chair  
Peter Kafka, Vice Chair  
Councillor Linda Barnes (arrived 6:45)  
Mark Bostwick  
Diane Cousar  
Dulce Cuenca (arrived 5:40)  
Susan Koch  
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Sanjiv Khangura

## **BUSINESS SECTION**

### 1. Call to Order

The meeting was called to order at 5:35 pm.

### 2. Approval of Agenda

MOVED: That the agenda be approved as presented.

COUSAR/KAFKA.....CARRIED

### 3. Approval of Minutes

MOVED: That the minutes of the regular meeting of October 26, 2011 be approved as presented.

BOSTWICK/COUSAR.....CARRIED

Pat welcomed our guest, Mr. Balwant Sanghera, President of the East Richmond Community Association. Mr. Sanghera brought several site options in East Richmond to the Board's attention, for possible development of a permanent library. Mr. Sanghera requested that the Board pursue these options with the City of Richmond, as the existing space was never intended to be a permanent home for the Branch. The East Richmond Community Association provided some funds when the interim Cambie Branch was created, and would be willing to support a permanent facility as well. Mr. Sanghera commended the staff for their helpful and knowledgeable service, and thanked Greg for his support.

Greg noted that the interim facility was secured by a 5-year lease with two 3-year options to extend. We are in the second 3-year option now, with the lease due to expire in 2014. Greg reminded the Board of the Capital submission for planning of Hamilton, Cambie and Steveston branches is with Council.

#### 4. Business Arising

- (a) A report of outstanding items to be brought forward was included for information.
- (b) A reading list of social media titles was included.

#### 5. Correspondence

None

### **EDUCATION SESSION**

6. (a) An outline of education topics completed and planned for future was included for information.
- (c) Greg presented the 2010 Canadian Public Library Statistics prepared by the Canadian Urban Libraries Council (CULC) on table. These statistics rank 35 libraries across Canada. The Board discussed our standing on several measures, including population, expenditures per capita, municipal support per capita, etc. The newest measurement is cost per use. Richmond is lowest in this measure.

(Linda Barnes joined the meeting at 6:45)

Greg also presented a comparative chart of several Richmond measurements from 1995 to 2010, which the Board reviewed in detail. Greg noted that the types of material chart shows how the demand for services has changed and that we need to consult the community for feedback on what they want.

The large increase in programming at Brighthouse shows how valuable the physical library space is.

The Board discussed getting Council support to ask the community for feedback.

### **STAFF OPERATIONS**

#### 7. Lest We Forget

Peter Kafka hosted the *Lest We Forget* Remembrance Day program, which was well attended. Veterans and families appreciated the event.

#### 8. Ask Us Chat

Susan Walters reported that the service has been available for a couple months and is slowly growing. We have not promoted the service in a major way yet, as staff are developing strengths and we are still working on the statistics features. The bulk of questions so far are library account related. We have staff available and completely trained during all open hours. The biggest staff comment so far is that there aren't a

lot of questions, but we expect that to change once the service is formally launched and promoted.

9. Chief Librarian's Verbal Report

Greg reported that he has been focussed on two things:

- Organizational behind-the-scenes and human resources efforts in getting ready to implement the strategic plan, social media and ebooks.
- Changes to the *Library to Go* service, giving us more control, better matching our community's needs and providing better service to our customers.

COMMUNITY

10. Report from Councillor Barnes

Linda reported that Monday, December 5<sup>th</sup> is the inaugural Council meeting and announcements of Advisory Committee appointments and liaisons. Finance meetings start in January. Linda noted that at the beginning of every three-year term the council sets their goals and objectives for the coming term. Linda asked for feedback on the library's concerns so she can incorporate them into her planning.

11. Friends of the Richmond Library

(a) The 2011 Wish List and an account update were included.

Debbie Newton was elected Chair of the Friends of the Richmond Library at their Annual General Meeting on November 19<sup>th</sup>. Debbie presented a cheque for \$22,000 to support our Wish List requests.

Debbie also noted that 2012 is the Friends of the Richmond Library's 40<sup>th</sup> anniversary. Pat indicated that the Board would like to support their event and offered space in the library.

12. InterLINK Report

Mark reported that he had attended the meeting on November 29<sup>th</sup>. Interlink is expecting a large change as several trustees have reached their 8 year limit. The Board will receive their draft budget at the January meeting.

13. British Columbia Library Trustees Association Report

Peter reported that BCLTA is also expecting changes – a new Executive Director, Chair and Vice Chair. Conference planning is continuing.

14. Customer Comment Forms

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

(a) Summary of Comments

The summary of comments is included for information.

**BOARD**

15. Items for Decision and/or Discussion

(a) Strategic Planning Implementation Report was included.

(b) Fund Development Status Report was included.

(c) Policy Development Status Report was included.

These items will be discussed in further detail at the special meeting on December 14<sup>th</sup>.

(d) Library Board Audit Committee

Susan reported that she had reviewed other public library statements which appear different than ours and unaudited. Susan asked for clarification of why Richmond provides audited statements. Greg responded that statements audited in the same manner and at the same time as the Municipality is a requirement of the Library Act. Perhaps a meeting with Andrew Nazareth to begin the audit review process would be the best start.

(e) Discussion of the 2011 Self Evaluation Survey responses was deferred to the January meeting.

(f) A proposed nomination process and a list of trustee appointments including last possible appointment date were included. Pat asked for interested parties to indicate if they would like to stand for election in 2012 or in the future, and that training in the role of Chair/Vice-chair is available.

Peter indicated he would stand for Vice Chair and Pat indicated she would stand for Chair in 2012. Simon, Dulce, Susan and Diane indicated they would be interested in the future. Mark would like to continue as the InterLINK representative.

16. Items for Information

(a) Pat thanked everyone who attended the Annual Report presentation to Council on November 14<sup>th</sup>. Linda noted that Council appreciates seeing everyone who attended.

(i) Speaking notes were included.

(ii) More Than Books was included.

(iii) Statistics presented to Council were included.

(iv) An excerpt of the minutes of the meeting of November 14<sup>th</sup> were included.

Greg will pursue Council's staff referral for comments and recommendations regarding our strategic plan.

(b) A letter dated November 20, 2011 from Ricky Li, President of the Association of Chinese Cultural Promotion – Canada was included. The association

donated 500 Chinese language books to the Library at a special ceremony on November 18<sup>th</sup>.

- (c) An announcement of the results of the 2011 civic election was included.

MOVED: That the Board send congratulatory letters to the recently elected Councillors and thank you letters to those leaving council.

BOSTWICK/CUENCA.....CARRIED

Linda suggested including information about library services with the letters to new councillors.

- (d) A Cambie Branch Fast Facts sheet was included.
- (e) Pat thanked everyone who attended the November 15<sup>th</sup> Staff Recognition Event, at which 27 staff were recognized for anniversaries, long service and retirement.
- (f) There is no *Felicitier* issue this month.
- (g) The calendar and work plan were included. A revision showing reschedule meeting dates in September and October 2012 will be distributed.

17. Other Business

Greg noted that this is Dace Starr's last Board Meeting, as she will retire in January. The Board wished her well and congratulated her on her upcoming retirement. Dace spoke briefly about her 34 year career in libraries, including the past 9 years at RPL during which she served in a variety of roles and at each branch.

18. Date of Next meeting

The next meeting is **Wednesday, January 25, 2012 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 8:00 p.m.

CHAIR Pat Watson

CHIEF LIBRARIAN Greg Burn