

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, September 28, 2011

Present: Pat Watson, Chair
Mark Bostwick
Diane Cousar
Dulce Cuenca
Sanjiv Khangura
Susan Koch
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Peter Kafka, Vice Chair
Councillor Linda Barnes

BUSINESS SECTION

1. **Call to Order**

The meeting was called to order at 6:00 pm.

2. **Approval of Agenda**

MOVED: That the agenda be approved as presented.

BOSTWICK/COUSAR.....CARRIED

3. **Approval of Minutes**

MOVED: That the minutes of the regular meeting of July 27, 2011 be approved as presented.

KOCH/BOSTWICK.....CARRIED

MOVED: That the minutes of the closed meeting of July 27, 2011 be approved as presented.

COUSAR/KOCH.....CARRIED

4. **Business Arising**

(a) A report of outstanding items to be brought forward was included for information.

5. **Correspondence**

(a) A letter dated July 27, 2011 from Libraries and Literacy re: 2011/12 Provincial Support was provided for information.

Greg explained how the per capita grant has been reduced over time, so while population increases, the grant remains about the same.

EDUCATION SESSION

6. (a) An outline of education topics completed and planned for future was included for information.

STAFF OPERATIONS

7. Strategic Reports

- (a) Virginia McCreedy reported that the summer reading club one again achieved its three main goals: to keep kids reading over summer, to introduce kids to the library, to increase kids circulation, registration and visits and to maintain excellent media and community relations. Registration was about 2% lower than last year, but other library systems in the Metro area experienced a similar decrease.
- (b) Virginia reported that our first adult reading club had 230 participants who borrowed 25% more materials than during the same period last year. Staff will use the lessons learned this year to expand and improve the adult reading club next year.
- (c) Virginia reported that even though funding from Libraries and Literacy has stopped, the teen summer reading club was able to recycle last year's web service thanks to a donation from TELUS and InterLINK. If funding is not restored, we may consider doing a 100% in-house web service next year. 164 teens participated, which is the highest number in BC.
- (d) Wendy Jang reported that there were more attendees at this year's job fair than last year, and 21 employers who had jobs to offer. Wendy reported that major changes in federal funding for employment services in 2012 mean that it is uncertain if the Job Fair, Employment Counselling for Immigrants, Employment Counselling for Young Adult and JobOptions will continue.

8. Culture Days and 35th Birthday Celebration

Dace Starr highlighted some of the many events planned for September 30 to October 2 in the library, including behind the scenes tours of the workroom and the DVD dispenser, 'librarian for a day' events and sorting contests. Our birthday celebration will include a chance to socialize with past and present staff, Trustees, Council and Friends of the Library.

9. Chinese Health Expo

Wendy reported that the Canadian Diabetes Association and the Canadian Health Awareness Society have partnered with the library to host a drop-in health event for Cantonese and Mandarin speakers on October 3, 2011. English speakers are also welcome to take part in the free tests and screenings.

10. Launch of Ask Us Chat Service

Susan Walters reported that in 2009 funding for Ask Away, the InterLINK reference service was discontinued. That service was recently replaced with Just Ask, but we decided not to participate in the new InterLINK service because we chose to develop our own service instead. The first phase of our expanded customer service support system, *Ask Us Chat*, has just been launched, after training 60+ staff from all levels to answer or transfer questions to appropriate staff. More than half of our staff have been trained to respond to chat requests. The service will be expanded in the near future to include texting and email modules, with the goal of being capable of helping customers in the way they want to be helped – chat, text, email, telephone, or in person.

11. Chief Librarian's Verbal Report

Greg reported that the Dr. Lee donation has been appraised, boxed and moved to the library. The strategic plan is complete and at the printers, as is the Annual Report. The Board will have a special meeting on October 19th to review the strategic plan items and identify the most crucial items for the upcoming year.

COMMUNITY

12. Report from Councillor Barnes

No report.

13. Friends of the Library

No report.

14. InterLINK Report

(a) A letter dated July 21, 2011 from Public Library InterLINK regarding the 2010 Net Provider payment was included.

(b) A letter dated August 9, 2011 to acknowledge the payment was included.

Mark reported that he attended the meeting on September 27, 2011. Highlights include: Michael Burrows was reappointed as Executive Director, budget is on track, most libraries are reporting circulation down, Just Ask service started, and InterLINK's strategic plan will be available soon. Mark circulated the InterLINK 2010 Update.

15. British Columbia Library Trustees Association Report

No report

16. 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

17. Items for Decision and/or Discussion

(a) Fund Development Status Report for September 2011 was included.

- i. The John Collison Community Development Collection has been processed and added to the collection. A recognition event for the Collison family was held prior to this evening's Board meeting.
- ii. The Dr. and Mrs. Lee Donation has been appraised by a third party with no vested interest in the valuation. Our highest priority is to clear the two houses. Movers will finish bringing the boxed books to the library next week. Boxes will be housed outside Administration in silent study space we have taken over for this project. We have asked for an additional level budget from the City of Richmond to assist with this project. Greg will contact Dr. Lee for documentation necessary for issuing tax receipts.
- iii. A letter dated August 8, 2011 from the Ben and Esther Dayson Charitable Foundation regarding a \$5,000 donation was included, with an acknowledgment letter dated August 12, 2011.

(b) Policy Development Status Report for September 2011 was included.

- i. The Board discussed a draft teleconference policy. The final version will be reviewed at the October meeting.

(c) Strategic Planning Status Report for September 2011 was included.

- i. The final "Richmond – City of Readers Strategic Plan 2011-14" is at the printers and will be distributed as soon as it is available. An electronic version will be sent immediately.

(d) 2012 Library Appointments

- i. The schedule of dates was included.
- ii. The current membership list showing those Trustees eligible for reappointment was included.
- iii. An excerpt from the Board Policy manual (3.6 Recruitment) was included.
- iv. Trustee competencies were included.
- v. The Board established the Board Recruitment Committee for the 2012 recruitment to include Pat Watson, Diane Cousar and Susan Koch. The committee will meet with everyone who applies except the current Trustees.
- vi. The 2012 recruitment package was included.

(e) Greg asked the Board to contact him with requests for training or development.

(f) 2012 Budget Process

- i. The operating budget submission for 2012 was included. This budget represents the same level of service. Revenues are projected to be lower than 2011. No collective agreement increases are included as negotiations have not started. The submission and resulting 2.87% increase is both reasonable and defensible.

- ii. A one-time additional level request submission to provide staffing and supplies to process the Dr. and Mrs. Lee donation was included.
- iii. A capital project submission for library book purchases was included.
- iv. A capital project submission for a library feasibility study for Steveston, Cambie and Hamilton was included.

MOVED. That the Board approve the 2012 budget submission as presented.

BOSTWICK/CUENCA.....CARRIED

- (g) Pat reported that she had met with Mayor Brodie and they talked about the Dr. and Mrs. Lee donation, the consultants study and the 2011-14 Strategic Plan. Pat thanked Linda for her strong support.
- (h) The Richmond Chinese Community Society invitation to their annual fundraising dinner and dance on Saturday, October 29, 2011 was included. Any Trustee able to attend was requested to let Greg know. The library will purchase a table of ten. The theme this year is "Scholarships for Richmond Students".

18. Items for Information

- (a) The 2010 Report to the Community is at the printers and will be distributed as soon as it is available.
- (b) *Feliciter*, Vol. 57 No. 4 (2011) will be distributed when all copies arrive.
- (c) The calendar and work plan were included.

19. Other Business

A field trip to the new Surrey Public Library and Tommy Douglas Branch of the Burnaby Public Library will be planned for early 2012.

20. Date of Next meeting

The next meeting is **Wednesday, October 26, 2011 at 5:30 pm.**

Adjournment

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

CHAIR

Pat Matson

CHIEF LIBRARIAN

Greg Turner