
WEDNESDAY, JUNE 29, 2022**5:30PM - 8:30PM**

Meeting held via Zoom video conference

Board Present:

Jordan Oye, Chair
Caty Liu, Vice Chair
Denise Hui
Diane Cousar
Nabeel Abrahani
Rachel Ling
Linda McPhail, Council Representative

Staff Present:

Anne Bechard
Charles Leung
Linden Jessome
Shaneena Rahman
Victor Lai

Guests:

Kate Adams, CUPE 718-05
Ginny Dunnill, Librarian I
Johanna Ahn, Librarian I

Friends of the Library:

Betsy Blair, Chair

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Sherine Merhi
Chaslynn Gillanders

1. Call to Order and Welcome

The meeting was called to order at 5:30pm with J. Oye providing the welcome.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

N. Abrahani/R. Ling.....CARRIED

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

MOVED: THAT, the minutes of the regular meeting of May 25, 2022 be approved as presented.

N. Abrahani/D. Cousar.....CARRIED

(b) Business Arising

None.

(c) Correspondence

- i. March 31, 2022 – Letter from Mari Martin, Director, Ministry of Municipal Affairs re: COVID-19 Relief and Recovery Grant Award

No comments or questions on the correspondence.

4. Presentation**(a) Early Literacy Initiatives**

Early literacy practices, starting as early as birth, support reading and vocabulary development as well as provide opportunities for caregivers and babies to create strong social bonds. These programs are designed to support this connection by modelling early literacy practices like reading, singing, talking and playing that caregivers can take away with them.

N. Abrahani shared his appreciation for the presentation and to the programs presented. He expressed there is tangible evidence that these programs have an impact on the community. He shared examples of various organizations in Richmond such as gynecology offices and maternity wards throughout Richmond.

In response to a question from J. Oye, G. Dunnill noted that to her knowledge, no other libraries in the lower mainland have programs of this nature. The idea to develop these programs came from an initial meeting with the community partner, Aspire Richmond. Given the feedback from the community partner and parents providing feedback, they were able to develop the Quiet Nights and Bright Babies programs respectfully.

J. Oye would also like to have increased exposure surrounding these programs and increase the scale, where appropriate, and is looking forward to a follow-up presentation a year from now to present on future innovations in these programs.

R. Ling echoed statements from N. Abrahani. She noted that she too participates in these programs with her children and often meets parents from outside communities who travel to Richmond just to participate in these programs. She hopes for more sessions in the future so she can continue to participate.

In response to a question from C. Liu in regard to program demand and wait times for these programs, G. Dunnill and J. Ahn explained that attendance for the Registered Baby Time program is being kept small in these early stages and has a waitlist of about twice the program capacity. Bright Babies has a waitlist as well, but due to rescheduling, J. Ahn was able to admit all waitlist participants in a recent session. In response to a follow-up question from C. Liu, J. Ahn noted that there has been an uptick in participation in these programs since the pandemic.

In response to a question from D. Hui, J. Ahn noted that manually adjusting registration is a one-off practice to help admit as many new participants as popular to increase traction for the programs.

- i. Early Literacy Initiatives Executive Summary
No comments or questions on the report.

5. Community

(a) Councillor's Report

L. McPhail added that the endorsement of the UBCM Resolution for increased library funding was carried on the consent agenda at the City Council meeting on June 27, 2022.

No comments or questions raised on this report.

(b) Friends of the Library (FOL) Report

B. Blair noted the building permit is still outstanding, but hopes to have it soon so that renovations can start in the Fall.

There was a mini-sale at the Cambie Branch on June 18 and 19, 2022, and July 9, 2022 starts the first sidewalk sales outside the Cambie Branch library and will continue to run throughout the summer, every 2 weeks

(c) Summary of Customer Comments

The board will continue to receive this report in its new design format to increase readability and highlight important comments.

In response to a question from C. Liu, relating to library card application forms for kindergarten students, K. Adams informed the board that in this context, no staff person was available to physically bring the forms to the kindergarten orientation program and therefore the information was shared with them in a different format.

J. Oye posed a follow-up question regarding the use of QR codes to help link customers to other resources (such as library card application forms). K. Adams will investigate the use of QR codes further.

6. Board – Items for Decision and/or Discussion

(a) Risk Management and Liability Update

V. Lai presented the annual risk assessment to the board noting various highlights such as increased traffic to the libraries, but also a slight increase in theft incidents. To mitigate these security issues, V. Lai is reviewing our CCTV system and considering outsourcing this for reliability purposes.

C. Leung shared insights from the report as they relate to Information Technology. He noted an assessment was completed which outlined that various critical service applications and network infrastructure hardware are going to require updates in the coming years. C. Leung will prioritize updating the current Firewall.

S. Walters noted that the draft preliminary budget will be brought to the board in July and will cross-reference priority items outlined in the risk and liability report. She added that some of the items will be recommended as surplus funding priorities to the Fund Development Committee.

J. Oye recommended the addition of a scoring matrix be added to the table in the report to allow the board to see the severity of risk level associated with each priority.

(b) Trustee Recruitment Committee Eligibility

S. Walters informed the board of the trustee recruitment process. J. Oye will touch base with sitting Trustees eligible for reappointment to confirm they will be seeking re-appointment this year. S. Walters noted the Trustee Recruitment Committee should prioritize the review of the Board Skills, Strengths and Diversity Matrix to determine what skills the Board may need or want on the board.

J. Oye noted that Trustees should reach out to their networks with a focus on recruitment and direct any community members to the recruitment process if they think they would be a good fit for the Library Board.

N. Abrahani expressed interest in joining the Trustee Recruitment Committee. S. Walters will send out an additional call to Trustees via email following the meeting.

i. Board Skills, Strengths and Diversity Matrix

No comments or questions on the report.

7. **Standing Items**

(a) Roundtable Discussion

N. Abrahani shared thanks and appreciation to A. Bechard, S. Walters, and staff who were in attendance when the library activated as a cooling centre.

C. Liu attended the BCLTA Governance and Relationship Building workshop earlier this month with D. Hui, C. Gillanders and S. Walters. She shared her highlights, noting it was a day of rich discussions involving keynote speakers, City Councillors, library directors, staff and Trustees from other library systems.

D. Hui shared that she opened the launch of the Hiking ExplorePACKS on June 14, 2022, with various community members, dignitaries, and Council Members in attendance. She expressed her appreciation to staff who handled the logistics of the event and presenters who came out to speak.

J. Oye shared that S. Merhi is going to be the board liaison on the Steveston Community Centre and Branch Library sub-committee related to public art. Terms of Reference for the committee have been reviewed. S. Merhi highlighted during the committee meeting that the art installation should address the landscape and geography of the Steveston community as well as its Indigenous and Japanese heritage. The installation should also maintain a welcoming and inclusive presence.

J. Oye noted that he is expecting another update to the City Council in July to allow the project to progress to the next phase. S. Walters will share key dates to the Board Blog and add this topic to Standing Items.

(b) InterLINK Report

No report for this month.

(c) Finance Committee

A meeting is being scheduled.

(d) Governance Committee

Policies which have been reviewed and amended to date were presented to the Board for consideration. The committee will continue to work through the other sections of the Board Policy Manual.

i. Review of Board Policies: Fund Development, Library Gift In-Kind Donations, Special Donations, Sponsorship, and Friends of the Richmond Library Society

C. Lui noted two paragraphs within the Fund Development Policy which contain duplicated statements. This correction will be made to the policy as indicated.

In response to a question from C. Liu in regard to tax receipt issuing for donations of \$10, S. Walters noted that the library is using an online system through Canada Helps, which automatically issues tax receipts and requires minimal staff resources.

J. Oye would like staff to explore the possibility of having a QR code the public could scan to donate to the library. N. Abrahani echoed Jordan's statement and suggested adding it to the back of check-out receipts. S. Walters will note these suggestions and explore possible implementations.

In response to a question from R. Ling regarding policy review, J. Oye shared some background information on the policy work the Governance Committee and staff have undertaken. He added that any changes to the language or the policy itself would be put forward to the board by way of a motion for adoption. S. Walters noted that a scheduled review section will be added to the policy template.

Based on a suggestion from J. Oye, the attached Board policies will be brought forward to the July meeting for adoption. A notation will be added to the policy section outlining which policies are being removed or edited in favour of the new revised policies. Trustees were invited to add any input they have between now and the July meeting.

S. Walters added a table of contents will be prepared to show policy hierarchy and how the attached policies fit within that hierarchy.

D. Hui noted that she was unable to locate a policy surrounding the library's surveillance systems. S. Walters explained that the surveillance cameras fall under PIPA and have specific criteria that need to be met before access can be granted.

N. Abrahani expressed an interest in joining the governance committee.

8. Chief Librarian's Report

S. Walters shared that the Provincial Government provided funding to the BCLA this year for Summer Reading Club events. She added MLAs have been reaching out for meetings to discuss public library needs and how they could further support public libraries. S. Walters emphasized the need for increased, ongoing operational grant funding for the library and public libraries across the province. She also asked MLAs to let her know what they need from her or the Library Board to support their conversations with provincial colleagues in this regard.

S. Walters shared an update on Summer Reading Club noting that over 1700 children have registered. In a response to a question from N. Abrahani in regard to year-over-year registration, S. Walters shared that the Children and Family Services team is aiming for 4,200 registrations for this summer (3,800 registrations in 2021). Staff anticipate an increase in registrations now that school has finished for the summer.

S. Walters noted that she and J. Oye met with L. MacNeil and A. Chan of the Sister City Advisory Committee who will be presenting their 4-year plan to the City Council in the Fall which will include continued collaboration with the library.

S. Rahman and S. Walters met with the President and Secretary of the Turkish Canadian Society. The society representatives shared feedback from their community identifying the need for a Turkish language collection at the library. S. Walters and S. Rahman will meet with the group again to establish an initial collection.

9. Operations

(a) Collections and Customer Service Delivery

No comments or questions on this report.

(b) Community Development and Service Design

No comments or questions on this report.

- (c) Innovation and Learning Development
No comments or questions on this report.
- (d) Information Technology Operations
No comments or questions on this report.
- (e) Marketing and Public Relations
No comments or questions on this report.

10. Items Included for Information

- (a) Extreme Heat and Poor Air Quality Operations
S. Walters noted library staff are pleased our libraries will be designated cooling centres as our community is already coming into the library, exploring our resources and keeping comfortable during periods of extreme heat. She also shared positive feedback received from members of the public who visited the library when it was activated.

Managers and staff involved in the operation of cooling centres will receive orientation and training from Emergency Programs staff (Fire & Rescue) to effectively operate cooling centres upon activation.

- (b) Use of Provincial COVID-19 Relief and Recovery Grant Funds
No comments or questions on the report.
- (c) Annual Report Presentation July 11, 2022 to City Council
No comments or questions on the report.

11. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, July 27, 2022 at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 6:43pm.

CHAIR



CHIEF LIBRARIAN

