
THURSDAY, SEPTEMBER 28, 2023

5:30PM - 7:30PM

In-person with Zoom Videoconference Option
Brighthouse Library Board Room

Board Present:

Caty Liu, Chair
Sherine Merhi, Vice Chair
Chak Au, Council Liaison
Chaslynn Gillanders
Denise Hui
Nabeel Abrahani (virtual)
Yvonne Yong (virtual 6:18pm)

Staff Present:

Anne Bechard
Charles Leung
Eva Yu
Iris Lee
Shaneena Rahman

Guests:

None

Friends of the Library:

None

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets: Jordan Oye
Rachel Ling

1. Call to Order and Welcome

The meeting was called to order at 5:37pm with C. Liu providing the welcome.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

C. Gillanders/S. Merhi.....CARRIED

3. Business Section

(a) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of July 26, 2023 be approved.

S. Merhi/C. Gillanders.....CARRIED

(b) Business Arising

- i. Presentation of \$27,000 donation from Friends of the Library.

Board expressed appreciation to the Friends of the Library for their donation. The FOL Annual General Meeting will be held in the new Cambie book store facility in November, typically the third week of November, and the Board will be informed of a confirmed date.

(c) Correspondence

- i. August 24, 2023 – Letter from Public Library InterLINK re: 2022 Net Provision Compensation
No inquiries.

- ii. August 5, 2023 – Letter from RPL to Public Library InterLINK re: 2022 Net Provision Compensation Appreciation
No inquiries.

4. Presentation

(a) 2023 Library Direction Update

The Board expressed appreciation to the staff who delivered the presentation and for the events that bring in new people such as the recent Indigenous Author Series and barbeque program with author Ron Shewchuk. Board commented that statistics that provide comparisons using bar graphs were helpful to digest and absorb the information presented. Board also asked how the presented statistics compared to pre-pandemic levels, querying how much of the growth presented is pre-pandemic customers returning versus new growth. Staff indicated that in some areas we are getting close to pre-pandemic levels but in other areas, such as physical visit, there is still work to be done.

Board expressed their appreciation for the work done to implement the Digital Library Card initiative and had inquiries around the difference between obtaining a digital card versus a physical library card. Staff clarified that customers who already have a physical library card have access to both physical and digital collections. Board encouraged staff to explore a library card that could be stored in Apple or Google digital wallets, noting that other organizations are set up for this service. Staff will explore options.

Councillor Au asked S. Walters to inquire about presenting this information at the next PRCS Committee meeting and advertising the Digital Library Card across City facilities.

5. Community

(a) Councillor's Report

Councillor Au provided brief updates on Culture Days; Truth and Reconciliation events; and the Let's Talk Richmond voting that is open for residents to choose their favorite banner design.

Board indicated that while there were Truth and Reconciliation events at the Library and the Richmond Nature Park, they would have liked to have seen more events across the City. They also noted they felt there was a missed opportunity to engage community and strengthen relationships with the Indigenous community in commemorating the inaugural raising of the Survivors' Flag to honour residential school survivors at Richmond City Hall.

In response to Board discussions around Truth and Reconciliation events held by the library and those held by the City, S. Walters will share with the Board information regarding City-wide initiatives to commemorate the National Day for Truth and Reconciliation. Councillor Au also mentioned that the "Together" statue at the Minoru Centre for Active Living would be illuminated in orange, in honour of National Day for Truth and Reconciliation and Orange Shirt Day.

Councillor Au also spoke to the City launch of the public consultation on the childcare strategy, providing the public an opportunity to share opinions.

(b) Friends of the Library (FOL) Report

No report

(c) Summary of Customer Comments

No inquiries.

6. Board – Items for Decision and/or Discussion**(a) Enhancement Grants (Finance Committee)**

- i. Library Enhancement Grant (1) Award Letter
- ii. Library Enhancement Grant (2) Award Letter

S. Walters clarified that the intent of the grant allocation is to demonstrate to the Province how libraries support provincial goals and strategies. Equally important is the need to demonstrate how ongoing, stable and increased provincial funding supports library services that positively impact our community.

MOVED: THAT, the Richmond Public Library Board approves the use of the Enhancement Grant over three years (2023-2025) to support service enhancement in four areas: temporary staffing, peer-to-peer navigation, space optimization and strategic planning outcomes.

N. Abrahani/D. Hui.....CARRIED

7. Standing Items**(a) Roundtable Discussion**

S. Merhi shared her enjoyment in participating in the finale of the Summer Reading Club and was thanked by the Board Chair for being the Board representative at the event. D. Hui shared an update on the community art committee that she is participating in. Councillor Au shared that when he visited Richmond's sister city Pierrefonds, Quebec, he had an opportunity to visit the new and impressive Pierrefonds Public Library. S. Walters indicated that she would be sharing with the Board the link to a panel discussion with Toronto Public Library's City Librarian and the Executive Director of the American Library Association on Intellectual Freedom.

(b) Steveston Community Centre and Library

S. Walters indicated the next phase of construction is starting next Tuesday with the parking lot reconfiguration. The entrance to the parking lot will move adjacent to the east entrance to the facility (near the library) with the far end of the parking lot closed off. Tendering has begun for the main building.

(c) InterLINK Report

Board reported that InterLINK met last Tuesday and will be continuing to offer Truth and Reconciliation Awareness training for all BC library trustees. Virtual programming focussed on climate change (marketing material has been shared with libraries) is also being offered.

(d) Finance Committee

See 6(a).

(e) Fund Development Committee

It was reported that the Committee met at the end of August. Last year's letter campaign will be run again with some adjustments based on feedback and learnings from last year. The FDC also discussed working with a PR specialist to increase fundraising awareness and effectiveness as a future consideration.

The Board discussed fund development and whether campaigns should focus on building donations to fund specific items to counter those in community who may feel that the library is well funded

by the municipality and question why the library is seeking donations from the public. Suggestions also included the use of impact statements and promotion of services and programs that the public may not know about.

(f) Governance Committee

It was reported that the Committee met in August and policy review is underway.

(g) Strategic Planning Committee

A calendar invitation will be sent out shortly for the Library Futurist Workshop on October 18 from 3:00 – 6:00pm in the Brighthouse Library 2nd Floor Program Room. Participants and the consultants will meet in person while the futurist will appear virtually to present ideas to allow participants to begin thinking about the future of our library. Participants will consist of different level of staff, managers and Board Trustees.

Public consultation is scheduled to occur through the City's Let's Talk platform in January and February, 2024.

(h) Trustee Recruitment

The Board Chair announced that one of our Board Trustees N. Abrahani will be stepping down at the conclusion of this term. Like J. Oye, he is willing to remain on the Strategic Planning Committee to assist with the project to completion.

8. Chief Librarian's Report

S. Walters reported that the Manager of Corporate Communications and Support, a critical, key position, has been posted and the recruitment process will begin shortly.

She thanked staff for the planning and delivery of the Indigenous Author Series which has been popular with our community and indicated that all Trustees are being provided with a copy of Chief Robert Joseph's book *Namwayut*. Additionally, beaded Orange Shirt Day pins and the National Centre for Truth and Reconciliation's Calls to Action booklet are available for Trustees who have not received them yet.

9. Operations

(a) Collections and Customer Service Delivery

In response to a Board inquiry about automated renewals staff confirmed that the driver of this change is customer service. This will allow our catalogue to remain up-to-date and remove barriers of a blocked card due to overdue material, while adding convenience for our customers. Customers will receive a courtesy reminder email prior to item due dates and renewals will add on an additional loan period for that item (21 days for books); however, there are situations where renewals are limited by our regular loan rules (no holds or renewals allowed) or for items that have holds.

(b) Community Development and Service Design

- i. Summer Reading @ RPL Report
No inquiries.

(c) Innovation and Learning Development

In response to a Board inquiry if the new 3D printer will require new training to use; staff indicated that it is the same certification process as the old 3D printer.

(d) Information Technology Operations
No inquiries.

(e) Marketing and Public Relations (shared quarterly)
No inquiries.

10. Items Included for Information

(a) Civic Appreciation, October 17, 2023

S. Walters will send a reminder to the Board; Trustees to RSVP to the City by October 2, 2023.

(b) Strategic Planning: Library Futurist Workshop, October 18, 2023

Addressed in 7(g).

11. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, October 25, 2023 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:14pm.

Closed meeting to follow.

CHAIR



CHIEF LIBRARIAN

