

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, September 28, 2016

Present: Simon Tang, Chair
Susan Koch, Vice Chair
Traci Corr
Diane Cousar
Chaslynn Gillanders
Robin Leung
Jordan Oye
Arseniy Shchedrinskiy

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

Regrets: Chak Au, Council Liaison

Guests: Jacquie Griffiths and Bill Duval, Metro Vancouver

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 with the addition of 16(b), 24 and 25.

CORR/LEUNG.....CARRIED

3. Susan introduced our guests, Jacquie Griffiths and Bill Duval, of Metro Vancouver.

4. Moved to Closed Meeting #1 at 5:40 pm.

Our guests left at 6:10 pm.

5. Returned to Regular meeting at 6:13 pm.

EDUCATION SESSION

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

(b) The Refocussed Website Plan was included.

(c) The Refocussed Website Plan Charter was included.

For a visual demonstration of how far we've come, Mark Ellis showed a screen shot of the 1996 version of our website from the internet archive's wayback machine:

<http://web.archive.org/web/19961220202530/http://www.rpl.richmond.bc.ca/>.

Mark explained the roles of our website as:

- Marketing
- Member interaction
- A gateway to library held resources (catalogue and others)
- A gateway to subscription resources
- Destination content accessed by users from around the world (citizenship and drivers' licence tests).

ACTION

Information Technology is currently changing from Cold Fusion to Drupal and delegating maintenance to other library staff responsible for the content, freeing the web technicians to focus on several technology deliverables, such as mobile responsive web design, incorporation of branding and colour palette, page translations to simplified Chinese, and a usability review.

The Board asked about community content – what about open learning communities? Mark noted that there many study resources on the website that include links to external resources—open learning communities could be among them.

The Board expressed surprise that the My Account section represented such a small proportion of web activity on the site Mark responded that most of the account management features had been moved into Bibliocommons are were therefore included in the “catalogue” section of website pie chart

The Board asked about keep-grow-get strategies, relating to different target markets using the website. Mark will follow up.

BUSINESS SECTION

7. Approval of Minutes

MOVED: That the minutes of the regular meeting of July 27, 2016 be approved as presented.

SHCHEDRINSKIY/OYE.....CARRIED

8. Business Arising

None.

9. Correspondence

- (a) Various letters from August 2016 to and from the Lee family regarding closure of Cambie branch on Friday night were included.

Susan noted that she met with the Lee family at Brighthouse to address their concerns. They are a family from the Hamilton area, and Cambie is their closest branch. Susan noted that as an immediate response, Shaneena is addressing the Hamilton collection to refresh the material and focus on new releases and high demand materials. This is a shift away from a small core collection that can be read out quickly. Susan will arrange a meeting with select staff to review the Hamilton service plan, include pop-up library, digital programming, special story times, which may expand to instructional and 1-on-1 service.

The Board asked if we had received any similar comments. Susan noted that one was received today. Customers are resigned to the hours change but not happy with it. As the hours change was subject to budget decisions, there's nothing we can do to increase hours this year, but Susan noted that after the Council referral in November we may want to review hours of operation.

- (b) A letter of appreciation dated August 28, 2016 from A. Haycock was included. Susan noted that this has been shared with all staff.

ACTION

COMMUNITY**10. Report from Councillor**

No report.

11. Report from the Friends of the Library

Catherine Ko, Vice Chair, reported that the mini sales criteria was changed to adult fiction in excellent condition. The two sale earlier this month grossed over \$2,000. Friends are preparing for the big sale this coming weekend, October 1 and 2 at Thompson Community Centre, for which they have prepared over 1,000 boxes of books. All are welcome to attend the sale.

12. Customer Comment Forms

A summary of comments was included for information.

BOARD**13. Items for Decision/Discussion**

- (a) The review of Board Policies was completed in July. All policies are available on the Board's Blog.
- (b) The 2017 Operating Budget was included. Greg noted that it is a 2.19% increase in municipal share over last year. If a decrease is requested, then we will make a reduction in the collection.

The Board asked if there was any ambiguity between a budget proposal and the upcoming Council referral. Greg noted that the strategy was to not request the \$200,000 needed to reopen branches on Monday and Friday nights in the 2017 operating budget, but to address those and other concerns in the Council referral, which will give us the valuable opportunity to speak to service levels over the coming three years.

MOVED: That the 2017 Operating Budget be approved as presented for submission to the City of Richmond.

CORR/KOCH.....CARRIED

- (c) The Special meeting on October 12th was confirmed. Meeting materials will be distributed in advance
- (d) 2017 Library Board appointments.
 - i) Schedule of dates was included
 - ii) Current Board membership list was included
 - iii) Trustee Recruitment Policy was included.
 - iv) Trustee Competencies were included.
 - v) Simon established the Recruitment Committee to be: Simon Tang, Robin Leung and Greg Buss, with Chaslynn Gillanders as alternate. Interviews will be scheduled for Tuesday, October 11th, with any outstanding interviews to follow the Special Meeting on Wednesday, October 12th.

The Board suggested that the applicants be informed that there are three vacancies and three standing Trustees have applied for re-appointment. Applicants can be given that information and chose to be interviewed or not.

Staff: Distribute material on October 7

Staff: Arrange interviews on October 11th.

Greg noted that Council makes the decision on appointments to Advisory Committees. There is no guarantee that a sitting Trustee will be appointed for the two year term 2017 to 2018.

- vi) The 2017 recruitment package was included for information.

ACTION

INTERLINK

14. InterLINK Report

Robin Leung reported that InterLINK has a new office manager, Allie Douglas, who comes from the BC Library Association. Robin also reported that North Vancouver City Public Library is recruiting a new Chief Librarian.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

15. British Columbia Library Trustees Association Report

Susan Koch reported that BCLTA is attending the UBCM meeting this week and drew Trustee's attention to the call for volunteers for the BCLTA Conference Planning Committee.

Susan noted that a letter was sent to Library Board Chairs regarding libraries making submission to the Select Standing Committee on Finance and Government.

- (a) The September 2016 Bulletin was included.

STAFF: ensure letter is distributed

STAFF OPERATIONS

16. Deputy Chief Librarian's Report

Susan reported on several operational highlights since July. There have been eight postings and auxiliary recruitments. Two of three Digital Services Technician postings were filled and three internal staff have moved into leadership roles. Susan introduced Serena Griffin, Senior Supervisor, Circulation and Merchandising.

- (a) Susan presented a draft priority list for the upcoming Council Referral on table for Board review prior to the October 12th Special Meeting at which time a more detailed proposal will be presented.

Susan noted that the 2017 proposal is to restore hours of service, 2018 to improve services for children and seniors within our building and 2019 take these services out to the community.

- (b) Susan presented a Launchpad Project update on table and provided tentative Launchpad floor plans with design elements for information.

The challenge is bridge funding to get the project completed by March 31, 2017. RPL must seek reimbursement from the Federal government for qualifying expenses for design and construction after they have occurred. The City normally provides bridge financing, but as this is a library project they are asking the library to do so. Once the claim is submitted to the Federal government, the funds will be returned to the library's operating surplus.

MOVED: That \$65,000 in operating surplus be transferred to the Launchpad project account CE00015 to be used as bridge financing for the Canada 150 Infrastructure Grant.

SHCHEDRINSKIY/COUSAR.....CARRIED

ACTION

STAFF: process transfer

17. Program Reports

- (a) Lee Anne Smith's report on Programs and Outreach was included. Lee Anne invited the Board to drop by on one of the upcoming event days to see different groups using the library: Job fairs on October 6 and 21, small business week October 17 to 20, World Food Day October 16, Jewish holiday programming October 19 (a program on Sukkot, including a talk by Rabi Baitelman, a storytime and display of a full size sukkah) and 21 (screening a film, followed by discussion), and Diwali on October 24th.
- (b) Melanie Au's report on Kids and Teens Summer Programming was included. Melanie highlighted some proof-of-concept items: outcomes evaluation metrics, surveys, and outreach supporting the Children's Charter. The summer programming was a successful collaboration among all staff.
- (c) Lee Anne Smith's report on the upcoming 40th birthday celebrations for the library were included. All Trustees were invited to the event on Friday, October 21 from 2 to 3 pm. This is a pro-d day in Richmond, and our annual Science Bash. Look for promotion on the website, social media and staff wearing buttons

STAFF: send reminder email to Board.

STAFF: send reminder email to Board.

18. Project Reports

- (a) Shaneena Rahman's report on Collection Shift due to Launchpad Expansion was included. Shaneena noted that the project will begin October 3rd and is expected to complete by November 30th.

The Board asked if we will retain the class room? Shaneena reported yes. The collection shelves will remain but all collections will be weeded and moved around. Staff are expecting public feedback and working on communication plans for staff and public.

The Board asked if we will keep books not appropriate for children on the second floor. Shaneena noted that manga that is teen or adult focussed will be moved, while children's manga will remain on the first floor.

ITEMS FOR INFORMATION

- 19. The Library Champions Celebration took place on Friday, September 16th. Councillor Loo attended.
- 20. The 2015 staff recognition event took place on Thursday, September 22nd. Simon presented gifts to 11 staff.
- 21. All Trustees were invited to attend the Civic Appreciation event on Tuesday, October 4th at City Hall Atrium.
- 22. The Board Calendar and Work Plan were provided for information

ACTION

OTHER BUSINESS

- 23. An article from Richmond Cares Richmond Gives highlighting the effect of public libraries on newcomers was provided for information.
- 24. An invitation to the Richmond Chinese Community Services 27th Anniversary Halloween Fundraising Gala on Saturday, October 29th was provided for information. Simon is unable to attend. Any Trustee able to attend was asked to RSVP and a ticket will be purchased for them and a guest.
- 25. An invitation to the SUCCES Richmond Services "Champion of Success" volunteer appreciation ceremony on November 4 was provided for information. Trustees who can attend are to RSVP to Francis Li by October 7th.

STAFF: Send a reminder RSVP email, and order tickets.

STAFF: Send reminder email with instructions.

NEXT MEETING

A Special meeting will take place on **Wednesday, October 12, 2016**.
The next Regular Board meeting is scheduled on **Wednesday, October 26, 2016**.

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:50 p.m.

CHAIR



CHIEF LIBRARIAN

