

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, April 26, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Alexa Loo, Alternate Council
Representative
Arseniy Shchedrinskiy
Chaslynn Gillanders
Diane Cousar
Jordan Oye
Simon Tang
Traci Corr

Susan Walters, Chief Librarian
and Secretary to the Board

Regrets:

Chak Au, Council Representative

Staff Present:

Allen Chi
Anne Bechard
Bob McGall
Cathy Gettel
Lee Anne Smith
Mark Ellis
Ping He
Serena Griffin
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Betsy Blair, Friends of the Library

Guests:

Ms. C. J. James
Ms. Aanu Adeleye

Regrets:

Melanie Au

1. Call to Order

The meeting was called to order at 5:30 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

COUSAR/TANG.....CARRIED

3. Presentation of Financial Statements

- (a) Audit Findings Letter
- (b) Management Representation Letter
- (c) Draft Financial Statements
- (d) Draft Report to City Council Finance Committee

Susan noted that a review of outdated non-fiction and Chinese collections was completed in late 2016 in anticipation of the Launchpad renovation. The removal of this non-current material during the collections shift resulted in a reduction in the library's tangible capital assets. We anticipate that 2016 was an anomaly in collection reduction. The US currency exchange rate continued to affect the library's purchasing power negatively.

C. J. noted the independent auditors report (item 3c) delivers an unqualified opinion. Everything is in good order and the auditors are ready to sign off.

Aanu noted the audit findings letter (item 3a). All procedures are completed, with only the signatures and release of the final statements remaining.

Aanu spoke to the prior period recasting of figures related to ebooks. Historically, ebooks were treated like hard copy books and treated as tangible capital assets. Now, the auditors recommend reclassifying ebooks between two line items – prepaid expenses (longer than 12 months) and subscriptions (12 months or less), depending on the agreement with the vendor. Some agreements are based on usage, some on a specific period.

Susan noted staff are tracking details at point of purchase that will expedite the identification of prepaid expenses and subscriptions. Currently, most title use agreements are based on lending period, not usage.

MOVED: That the Richmond Public Library Board approve the 2016 Financial Statements as presented and staff be directed to complete the report to City Council Finance Committee.

SHCHEDRINKSIY/LEUNG.....CARRIED

Staff left the room. The Board had a private meeting with the auditors until 6:00, when the auditors left.

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of March 29, 2017 be approved with one amendment to item 16, correcting attendance.

TANG/CORR.....CARRIED

BUSINESS SECTION

5. Education Session

(a) An outline of past and upcoming educational session topics was included. Susan noted the upcoming May, June and July sessions are planned. Topics include budget preparation, summer reading clubs and new metrics, and the Indigenous Services Plan.

(b) The Staff Roles and Organizational Structure Project Report was included.

Shaneena Rahman reported on a broad overview of RPL staff roles and how we structure staffing.

She described the four parts to our culture as:

1. A forward thinking, innovative organization,
2. Staff able to manage and adapt to change,
3. The library is essential to promote lifelong learning and build community, and
4. Staff support the value and vision of the library.

RPL's practice of ensuring staffing meets the service needs of the community has been met by reviewing roles when vacated through resignations or retirements. Positions are eliminated when they are no longer needed and new roles, including non-traditional library roles, are developed. New roles are necessary as this positions the organization to move forward. Staff have opportunities for training and advancement as new positions are created.

Shaneena briefly described 4 large staff groups: Management and Administration; Information and Marketing Teams; Circulation; and Librarians, Library Technicians, Digital Technicians and Community Programmers and how they fit into the overall

organization chart. The structure allows for clear accountability.

Shaneena described RPL's leadership team, the Steering Group. This includes the coordinators and division heads, the Manager of IT, the Chief Librarian and HR.

Shaneena outlined a variety of customer service roles:

- Librarians create, coordinate and implement public programs, provide information services, make community connections, and develop and deliver training modules to staff and the public.
- Library Technicians, Digital Services Technicians and Community Programmers deliver programs and provide front line services. Library Technicians at branches also act as the person in charge of the branch.
- The Digital Services Team consists of librarians and technicians with specialized Science, Technology, Engineering and Math (STEM) skills.
- The IT and Web Team develop, integrate and support information technology solutions serving both staff and the public. These staff also have specialized skills.
- The Marketing Team bring another set of non-traditional skills. This team maintains our online web presence, reaches out to the community in social media and engages and interacts with the community online. They are also helping to build our rebranded library identity.
- The largest group of staff are in the Circulation department. Customer Service Clerks (CSCs) are the most visible, in blue vests, and can deliver front line service at any location. They can handle all popular library questions, provide basic readers' advisory, assist with digital services, and maintain and merchandise the collection. Circulation staff are supported by a variety of supervisors, and deliver a high standard of merchandising system-wide.
- Auxiliary staff support regular staff by covering vacancies created by vacation, sick and other leaves.

Shaneena noted that we may be looking at a different staffing model in years to come, as roles continue to change. There is room for growth: the staff survey identified a need for better defined roles of the supervisor and training and development opportunities as priority areas for improvement.

The Board asked how many staff are in branches? Shaneena noted that we have a minimum of three staff per shift, which should include 1 library technician and 2 CSC / Circulation staff. There are two shifts per weekday and one shift on weekends.

The Board asked how the Union is involved in staffing? Shaneena noted they bring their concerns to Labour Management meetings, particularly when we hold several positions for a period to develop new teams, but they are very supportive of Management posting full time positions and higher level positions. These are viewed as opportunities for staff.

The Board asked if Susan will fill the Deputy Chief Librarian? Susan noted that she is focused on recruiting the Manager of Human Resources Services first, and will review leadership staffing again once that position is implemented.

6. Business Arising

- (a) Susan noted the draft value propositions have been through two drafts, shared with staff and their feedback included.

The Board asked how we developed the 4 broad categories? Stephanie confirmed that all staff had an opportunity to provide feedback. As a result, we started with 6 categories in our original draft, which included some duplication and was easily reduced to 4.

The Board asked if looked at any customer data and do we know who we want to bring into the library with these statements? Who is the target, what problem are we solving for them? This topic will be added to the May 24th Special Meeting.

The Board asked about coherence of our core documents? Is the message in the value propositions and strategic plan different? Stephanie noted the value propositions are meant to reflect the values of our strategic goals identified in RPL's current 5-year plan, but that these are also values without an end date.

7. Correspondence

- (a) 2017 Library Grant Allocation Update. This information will not be forthcoming until after the election May 9th. It is expected that we should know RPL's allocation towards the end of May or early June.

COMMUNITY

8. Report from Councillor

Councillor Loo reported that Council recently passed the development of 120 townhomes in Hamilton. Not immediate action for the library, but this does demonstrate that growth in that community continues.

Susan confirmed that Hamilton residents are encouraged to have a RPL card and make use of our one-day service at the Hamilton Community Centre (HCC) in addition to visiting one of our four branches. Hamilton residents can also register with New Westminster Public Library and access their Queensborough branch. Library staff have reviewed Hamilton service and are delivering different and innovative services to families and planning for services to seniors in the area. Staff are also collaborating with HCC staff on new partnerships and program possibilities.

9. Report from the Friends of the Library

Betsy reported that the March sale was successful, raising \$11,917. The next big sale is over the Thanksgiving weekend. Volunteers are back at work sorting and stacking boxes in preparation.

The Board thanked the Friends for their continued support.

10. Customer Comment Forms

- (a) A summary of comments was included for information.

The Board asked about the comment regarding the security of the DVD dispenser. Mark confirmed that security is protected and he will follow up with the customer.

BOARD

11. Items for Decision and/or Discussion

- (a) Susan Walters confirmed the next Special meeting will be held on Wednesday, May 24. An agenda and package will be distributed prior to the meeting.

INTERLINK

12. InterLINK Report

No meeting.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**13. British Columbia Library Trustees Association Report**

- (a) The April 2017 Board Brief was included.
- (b) Susan Koch reported that Arseniy is now the BCLTA Treasurer.
Items received today relating to BCLTA advocacy will be distributed via the Board Blog.

STAFF OPERATIONS**14. Chief Librarian's Report**

- (a) Susan Walters reported that she attended the BCLA and BCLTA conference. Susan also attended the ABCPLD spring meeting, the BCLTA 40th anniversary reception and connected with other BC CULC directors.

Mark and Allen attended the BCLA IT preconference, Anne and Mark also attended the conference on Thursday and Friday respectively.

- (b) Susan reported that the library and City of Richmond are co-funding a consultant's report to outline the program needs for a City Centre library. This information will be considered when development opportunities arise, such as the redevelopment of Lansdowne.

Susan attended a meeting to review expressions of interest from consultants and architects interested in the Steveston library and community centre facility project. Final concept design is expected in Spring 2018, and will require several meetings with stakeholders. Board involvement will be sought. After this process completes, funding of the new facility would be brought to City Council for consideration. Susan will provide more information as the project progresses.

Susan reported that the grand opening of the Launchpad has been confirmed for June 28th at 2:30 pm. The mayor, federal and local politicians and the community will be invited.

15. Staff Reports for Information

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services Programming.
- (c) Anne Bechard reported on Digital Services.
- (d) Ping He reported on Information Services.
- (e) Stephanie Vokey reported on Marketing and Public Relations services.
- (f) Ray Lam reported on Social Media Activity for March.

Stephanie noted that key indicators are tracked monthly, along with targets for the 5 platforms listed, and that some tools have more reporting capability.

- (g) Wendy Jang reported on Multicultural and Chinese Community Services.
- (h) Shaneena Rahman reported on Collections.
- (i) Serena Griffin reported on Circulation and Merchandising.
- (j) Mark Ellis reported on Information Technology.

The Board asked what the new threshold is for wireless bandwidth. Mark noted that concurrent users continues to rise and we are able to meet the demand.

(k) Bob McGall reported on a bed bug concern at Steveston branch.

The Board asked if it was possible to identify the point of origin. Lee Anne noted that pinpointing is a challenge, as bed bugs can survive for a long time. Susan noted that the public can be confident that our physical materials are monitored regularly and all evidence shows that they pose no risk.

ITEMS FOR INFORMATION

16. The Board Calendar and work plan was provided for information.

OTHER BUSINESS

None.

NEXT MEETING


A Special Meeting is scheduled for **Wednesday, May 24, 2017**.

The next Regular Board meeting is scheduled on **Wednesday, May 31, 2017**.

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:30 p.m.

CHAIR



CHIEF LIBRARIAN

