
WEDNESDAY, JANUARY 24, 2018

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Cathy Liu
Diane Cousar
Jordan Oye
Linda McPhail, Council Representative
Traci Corr

Susan Walters, Chief Librarian
and Secretary to the Board

Staff Present:

Anne Bechard
Cathy Gettel
Kate Adams
Lee Anne Smith
Mark Ellis
Melanie Au
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library:

Debby Newton, Chair

Guest:

None.

Teleconference

Chaslynn Gillanders

Board Absent:

Arseniy Shchedrinskiy

GUESTS: Presentation of cheque by FOL postponed to March.

1. Call to Order

The meeting was called to order at 5:30 pm. Susan Koch welcomed Cathy Liu as our newest Trustee and Linda McPhail as the new Council Representative.

2. Approval of Agenda

MOVED: That the agenda be approved.

LEUNG/OYE.....CARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of November 29, 2017 be approved as presented.

CORR/OYE.....CARRIED

4. Election of 2018 Chair and Vice Chair

Susan Koch reported that she had accepted nomination for the position of 2018 Chair and that Robin Leung had accepted nomination for the position of 2018 Vice Chair. Susan called for further nominations and as there were none, Susan Koch and Robin Leung were acclaimed as Chair and Vice Chair for 2018.

5. Business Arising

None.

6. Correspondence

- (a) A letter from Richmond Community Foundation re: distributable investment income was provided for information. Susan noted that we will receive the distributable investment income and put it toward furnishings.
- (b) A letter from the City of Richmond confirming appointment of Linda McPhail as the Council Representative and Alexa Loo as alternate was provided for information. These appointments are effective until November 5, 2018.

EDUCATION SESSION

7. Education Session

- (a) An outline of past and upcoming educational session topics was included. Susan Koch noted that if Trustees have suggestions for a future topic, they are encouraged to make suggestions.
- (b) Kate Adams presented an update on Children and Family Services Middle Years: Connecting with School District 38.

Kate reported that the focus in Kid's Place has traditionally been on early years. Recently research shows how important the middle years (6-12) are on children's development. The library is helping families navigate these important development years and support the new curriculum.

Kate noted that the relationship with schools over the last decade had been primarily focussed on Summer Reading Club promotion, author visits and library tours. Library staff have developed strong relationships with individual teachers and schools, but have not made significant process in building connections with the school district as a whole. The recent change in provincial funding for public education has resulted in an influx of new teachers, creating new opportunities for the library to connect with both teachers and SD38 administrators.

Kate noted some highlights in achieving the first three objectives (strengthening relationships with Richmond Schools and Teachers; ensuring the library collections and programs support learning under the new BC curriculum; supporting and promoting language literacy and love of literature):

- Relationships – the library created a special teacher-librarian library card, established settlement worker in schools program for parents and supported professional development for teachers.
- Collections – the library created discovery kits and soldier files including primary source documents for research and learning.
- Literacy – focus on reading for fun in the summer, the popular read to a dog program and reviving the SRC finale and medal ceremony.

Next steps are promotion, consultation, more professional development and information workshops, and more collections to support the new curriculum. When these are solidified, staff will focus on the final objective, reviewing and revising library afterschool programming to ensure it follows best practices in middle years programming and meets the needs of the community.

The Board asked about a pilot project with a local private school. Were these initiatives things that we did in that pilot project? Kate confirmed that the library strengthened our relationship and considered a number of initiatives, but that time constraints for the school were a significant challenge of the project. Staff are now working with 2 smaller schools, that have the capacity to collaborate.

The Board noted a “read to a rabbit” program and wondered if this could be a future program here. Staff will investigate.

The Board asked if we have presented to the School Board? Susan noted that we haven't recently but we will explore this opportunity in 2018.

COMMUNITY

8. Report from Councillor

Councillor McPhail reported that the Cultural Harmony Plan guiding principles were adopted by Council. The library had input into these principles. Council also adopted the Steveston Community Centre Concept Design (SCCCD) guiding principles. Library Board and staff are represented on the SCCC Building Committee, a key stakeholder in this project.

9. Report from the Friends of the Library

Debby Newton reported that the cheque donation photo opportunity will be held in March. Friends are moving along with preparations for the next book sale. The next big sales will be during spring break and over Thanksgiving.

Debby reported that the Friends connected with Blundell Elementary, who have implemented a book sale for the school. FOL volunteers assist in filling the school gym with age appropriate books. Kids can come in and fill a bag for \$2.

Debby was happy to see the FOL membership application on the table. Susan Koch encouraged all Trustees to become members or renew their membership in the FOL.

10. Customer Comment Forms

A summary of customer comments was included for information.

BOARD

11. Items for Decision and/or Discussion

(a) 2018 Budget Update

- i. A revised draft 2018 Operating and Capital budget was provided. Susan noted that reports go back to Council and they will finalize approval at the Tuesday, March 13 open Council meeting, then funds are transferred to operating accounts. Hamilton Community Centre is eager to receive the book vending machine. Susan noted that budget amendments were approved last September. We have asked for a subscriptions line item within “supplies and equipment” to more clearly identify the expenditure for digital collections.
- ii. An excerpt from the Council minutes of December 11, 2017 was included.

(b) Draft Board Priorities for 2018

Susan noted this draft is open for feedback by the Board. Susan suggested a Special Meeting date of May 9, for a breakfast meeting with Council. This will be after the new mission and value statements are finalized and we have feedback from the public consultation to share. Date will be finalized soon.

(c) Board Policies:

- i. A revised Table of Contents was provided.
- ii. 3.1 Board Operation – a minor housekeeping change was recommended.
- iii. 3.2 Board Meetings – final version recommended.
- iv. 3.5 Trustee Recruitment. The Board suggested an additional competency (leadership), and additional areas of influence (seniors, health care, length of time connected to the community or the library). The Board will review their composition every year for competencies or areas of influence not on the list, and may notice something new or different is needed from time to time.

The Board asked what does “person differently abled” refer to? Susan defined this as another way of saying somehow impaired without listing every possibility.

The Board asked what the section “In addition to every person seeking membership” was intended for? How do we measure the people being interviewed against this list? Susan noted that each recruitment is looking for certain qualities, which may be hard to find out in a 15-minute interview. This section serves as an overall framework for individuals we are looking to represent the library as a trustee.

The Board noted that great candidates each have different strengths. This checklist will help the recruiting panel fill skills gaps. Susan confirmed it will be provided as a refresher before interviewing.

- v. 5.13 Facility Code of Conduct final version recommended.
- vi. 5.14 Facility Suspension – revised version recommended. Susan will be reporting to the Board in February, as we have had suspension.

MOVED: That policies 3.1, 3.2, 5.13 and 5.14 be approved as presented and that 3.5 be brought forward in February for further review and approval.

LEUNG/OYE.....CARRIED

- vii. 7.0 Donation, Sponsorship and Fund Development was included for information and review. Susan brought this forward to the Board because Wendy had been approached by a customer wanting to donate a large number of books, and Councillor Au had been approached as well. We don't have space to store more books, and we do not have the resources to make large donations immediately accessible. Wendy asked the individual to have their collection appraised as this would also be desired by other libraries considering accepting the donation. Wendy is exploring a relationship with the Richmond Museum to display some of the special collection to make the public more aware of it.

No changes were suggested to policy 7.0 Donation, Sponsorship and Fund Development at this time.

- viii. A staff guideline for donation of books in Traditional Chinese was included for information.

The Board asked if we need additional insurance. Wendy noted that the rare books are kept in archival quality acid-free boxes. Susan confirmed we are insured through the City of Richmond.

(d) Freedom to Read Week

- i. The 2018 Freedom to Read Week Proclamation request was included. Stephanie noted there will be social media postings, display in branches and local media coverage.

MOVED: THAT Mayor Brodie be requested to proclaim February 25 to March 3, 2018 "Freedom to Read Week" in the City of Richmond.

COUSAR/CORR.....CARRIED

- ii. A letter to Mayor Brodie was included.

- iii. Four books and one video that had been challenged were presented on table and available for borrowing. Susan distributed these items to Trustees interested in experiencing challenged materials.

(e) Date for Board group photo and head shots.

The Board suggested March 14th before the meeting, approximately 4:30.

(f) 2018 Conference attendance

The Board discussed attendance at the ALA conference in June. As Jordan and Chaslynn attended BCLTA in 2016 the attendance record will be amended.

INTERLINK

12. InterLINK Report

Jordan indicated that if another Trustee wanted to be the InterLINK rep, he would relinquish the representative position as he is active on the Steveston Building Committee. The InterLINK rep time commitment is 4 meetings at 5:00 PM on Tuesday evenings, at Burnaby library and participants can telecommute. Traci offered to take this position. The Chair will make assignments at the February meeting.

- (a) The provisional 2018 Interlink budget was included for information. The Board had no comments.

- (b) A revised Interlink Agreement was included for information. The Board had no comment. Susan indicated the final Agreement will return for signature when all libraries have reviewed it.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

13. British Columbia Library Trustees Association Report

Susan Koch noted that BCLTA representative position will be open in May. This is a phone only meeting, 7 to 9 pm, once a month, with one in-person meeting at the May conference and possibly one in September. BCLTA Board members are elected at the May AGM. Anyone interested in running for election to the BCLTA Board can let Susan Koch know and their name will be put

forward for the AGM.

- (a) The December 2017 BCLTA Bulletin was included.

STAFF OPERATIONS

14. Chief Librarian's Report

- (a) The Strategic and Long Range Plan 2014-2018 Progress Report for 2017 was included with key highlights. As many of the strategic goals have been achieved or are well underway, the 2018 focus will be continuing implementation and developing the new plan.

The Board asked if the next Progress Report can include a short list of one or two things the Board can take away to communicate in advocacy and if accomplishments could be listed by year for the final report? Susan confirmed this would be possible.

- (b) The 2019-2021 Strategic Planning update was included.

Susan noted that 4 staff (Mark Ellis, Shaneena Rahman, Lee Anne Smith and Anne Bechard) are taking on leadership roles for this important project, supported by Stephanie Vokey.

Susan noted that we will ask participants for their consent to publish the short (KPU) survey answers. The long (online) survey questions were provided for information. Susan confirmed we will send the long survey link out by email. We had considered using Let's talk Richmond, but cannot use it for this survey as it does not accommodate languages other than English.

Next steps will include:

- A visioning workshop with a facilitator.
- Meet with stakeholder focus groups, including city council, teens, children, seniors, using different methods.
- Take the Big Ideas generated from the two surveys and stakeholder meetings to a public survey in June to discover/develop proof-of-concepts.

The Board asked if the introduction can be more focused on the user? Staff will edit to show that participants have the opportunity to impact change on what the library will be doing and where the library is going.

The Board asked if there could be a question that would support advocacy, like "given the opportunity I tell people about the library". Comments will help determine why people find the library relevant, in their own words.

15. Staff Reports with Brief Presentation

- (a) Seniors Services Update.

Lee Anne reported that deliverables will be influenced by the new position funded by Council, the Librarian II – Seniors Services, who will be recruited this quarter. She feels we are currently in a good place to make informed decisions on Home Services.

Lee Anne noted that the Tech buddies program funding will complete in February. We are learning important things about seniors' technical skills and abilities with this program.

Lee Anne noted that the new Minoru Centre for Active Living opens in 2018. The increased distance between our buildings is a factor we are taking into consideration.

(b) Community Volunteer Program.

Lee Anne reported that the new Community Programmer position funded by Council will assist in bringing us to the next level in managing our volunteers. Volunteers can support programs out in the community as well as in the library. Lee Anne reported on metrics from 2017. For adults there were only 34 opportunities and some were specialized, limiting opportunities to individuals. Expanding Home Services will provide an opportunity for adult volunteers, with programs such as Seniors Helping Seniors.

The Board asked for an education session on Community Volunteers in the second half of the year – a deeper dive into the program, survey results, and deliverables.

15. Staff Reports

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services.
- (c) Kate Adams reported on Branches: Children and Family Services.
- (d) Serena Griffin reported on Circulation and Merchandising.
- (e) Shaneena Rahman reported on Collections.
- (f) Anne Bechard reported on Community Services.
- (g) Cindy Ho reported on Digital Services.
- (h) Ping He reported on Information Services.
- (i) Mark Ellis reported on Information Technology.
- (j) Stephanie Vokey reported on Social Media Activity for 2017.
- (k) Wendy Jang reported on Multicultural and Chinese Community Services.

ITEMS FOR INFORMATION

- 17. A list of upcoming advocacy opportunities was included for information. Anne reported that the public information session on a shelter for the homeless was rescheduled to April 12th.
- 18. The Board Calendar work plan was provided for information.

OTHER BUSINESS

Susan noted that Mayor Brodie's annual lunch address is next Thursday, February 1st. The library will send staff to this event.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, February 21, 2018.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:35 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN S. Walter D.