
WEDNESDAY, NOVEMBER 28, 2018
5:30 -7:30pm

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Linda McPhail, Council Representative
Caty Liu
Chaslynn Gillanders (via phone)
Diane Cousar
Jordan Oye
Traci Corr

Susan Walters, Chief Librarian
and Secretary to the Board

Staff Present:

Anne Bechard
Catherine Lindsay
Christi Hrabowsky
Cindy Ho
Iris Lee
Lee Anne Smith
Mark Ellis
Melanie Au
Stephanie Vokey
Victor Lai

Friends of the Library:

Debby Newton

1. Call to Order

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

S. Walters introduced Victor Lai, Manager of Finance and Facilities and welcomed him to the management team.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

OYE/LIU.....CARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of October 24, 2018 be approved as presented.

COUSAR/CORRCARRIED

4. Business Arising

None

5. Correspondence

- (a) Congratulatory letters to Mayor and City Councillors on successful elections were included.
- (b) A letter received from Mayor Brodie re: Thank you on re-election was included.
- (c) A letter received re: Council appointments to RPL Board, (Linda McPhail and alternate, Kelly Greene) was included.
- (d) Community partner thank you letters to Kwantlen Polytechnic University for their assistance with the survey for RPL's 2018 public consultation were included.

EDUCATION SESSION

6. Education Session

- (a) An outline of past and upcoming educational session topics was included
- (b) Discussion on proposed topics for 2019:

S. Walters asked the Board what types of education topics they would like to see in 2019. There was a discussion about whether or not the topics should continue to be library service focussed and staff led or to have governance sessions led by outside consultants. J. Oye noted that given the time involved, it is important that the education sessions provide value to staff as well. S. Koch noted that understanding the library from an operational perspective is important. The Board challenges Management to identify risks and make sure that those risks are mitigated through fiduciary duty which can't be identified clearly without understanding the business fully. T. Corr noted that the first year involves a steep learning curve for new Trustees and the staff-led education sessions are valuable.

C. Gillanders confirmed that the sessions support the Board in understanding what it is happening in the library. She stated that staff do a good job of identifying what those topics are and that S. Walters and staff are in better positions to identify topics than the Board. Freedom to Read, Volunteer Engagement, and the Summer Reading Program were some of the topics of interest noted. S. Walters said that she will further develop a list of topics for 2019, balancing operational with governance education, and report back at the January meeting

COMMUNITY

7. Councillor's Report

L. McPhail reported on a recent meeting about the new proposed Steveston Community Center and library branch project. It is important to get it right and consider all options because the building will be an important part of the community for the next 60 years. The revised report to Council is not expected to be presented until late in Q1, 2019.

C. Gillanders commented that it is important that the City recognize that the land for this project sits on Indigenous territory so it would be important to recognize the Musqueam people perhaps through art work and meeting room names. L. McPhail agreed that this is very important and will take this back to Council for further discussion. S. Walters noted that the library is working with the City's Public Art Department and will have three Indigenous artists creating and showcasing their work in the Brighthouse library in 2019.

8. Report from the Friends of the Library

D. Newton reported that their recent annual general meeting, they approved \$32,000 in spending as follows:

- \$5,000 for the Richmond Community Foundation Fund
- \$8,500 for classroom laptops
- \$5,000 for ESL collection refreshment
- \$12,000 for Daisy Readers
- \$1,500 for dementia friendly picture books

D. Newton added that if the library has a bigger project, please let them know so that they reserve funds to make a significant contribution.

D. Newton also reported that she has been re-elected as Chair, Bonnie Walker, Vice-Chair, Elaine Tsi, Treasurer, Patricia Ng, Membership, Betsy Blair, Programs, Diane Hartley, Secretary, and Catherine F Fung, Publicity. She thanked S. Walters and S. Koch as well as Councillors McPhail and McNulty for attending their meeting.

9. Customer Comment Forms

A summary of customer comments was included for information.

BOARD

10. Items for Decision and/or Discussion

(a) Report to Finance Committee re: 2019 Operating & Capital Budget

S. Walters stated that this report is still pending and is in the process of being finalized. The finance committee has an upcoming planning meeting and it is expected that the final report will be presented in January. She and V. Lai are giving the report a final review but no further changes are expected.

(b) RPL 2018 Audit Planning Report from KPMG was on table

V. Lai noted that the auditors arrive in February so RPL's year-end work will be completed in January.

(c) 2019 Trustee Recruitment Update

S. Walters informed the Board that the report for RPL's Trustee recommendations was presented at a Closed Council meeting on November 26. At the Regular Council meeting, which followed the closed meeting on November 26, it was announced that Traci Corr has been re-appointed and that RPL's new trustees have been approved as follows: Denise Hawthorne, Denise Hui, and Danielle Lemon.

(d) Call for Nominations – 2019 RPL Board Chair and Vice-Chair

S. Koch asked the Board Trustees to let her know if they would like put their names forward to run as Chair and Vice-Chair for 2019. R. Leung put his name forth for Chair, while C. Gillanders, J. Oye, and T. Corr put their names forward for the Vice-Chair position. S. Walters will oversee the election on behalf of the Board at the January meeting.

(e) Board Self-Evaluation Survey Results 2018

The 2018 Board Self Evaluation Survey results were included and discussed briefly. C. Gillanders noted that the survey is an important process for trustees to identify what they want or need to learn more about and that she appreciates the experience of S. Koch and D. Cousar on the Board. C. Gillanders recommended that the self-evaluation survey discussion take place in a closed session in the future and the Board agreed.

INTERLINK

11. InterLINK Report

T. Corr reported on the recent InterLINK meeting. S. Koch was a guest speaker on financial literacy. She highlighted the types of activities that make up a library budget and emphasized the importance of trustees understanding their library's budgets and financial statements and how they align with the services. Trustees talk to the citizens of their respective cities and can be strong advocates in the community about the value of the library. At approximately \$46 per household, the library is an inexpensive way to keep our communities healthy. T. Corr noted that the presentation was very well received. T. Corr also reported on the Project LLEAD (Library Leadership Excellence and Development) program delivery model potentially changing in 2019. S. Walters provided some context on the program noting that the InterLINK AAG (library directors) have made a significant

investment in Project LLEAD and would like to see it continued to be offered in BC in its current format.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

No report

STAFF OPERATIONS

13. Chief Librarian's Report

S. Walters reported that November priorities included the completion of the strategic plan documents and all staff information sessions, 2019 budget and year-end review, and the next phase of the reorganization now that the Management team is complete with the hiring of the new Manager of Finance and Facilities. She will report back in January on the progress of the changes being made and how this will contribute to the delivery of RPL strategic goals.

14. Management Reports

(a) A. Bechard provided a report on community engagement

(b) S. Walters reported on customer experience on behalf of S. Rahman.

C. Liu asked if moving to a new digital platform for eBooks would eliminate existing services. S. Walters confirmed that we are considering one vendor service for all eBooks and eAudiobooks to reduce costs, content duplication and improve service. One option has many value added services and would allow Richmond residents to borrow digital content from participating libraries in addition to making content not in demand in our collection available in return. S. Rahman will be speaking with other libraries to gather more information about the pros and cons of their transitions to this new service.

(c) Human Resources

I. Lee provided a report on human resources

(d) Information Technology

M. Ellis provided a report on IT asking the Board to consider approving the replacement plan for staff and public computers. The majority of computers are reaching seven years old. Mark noted that it is important to start with the staff computers so that they can learn the new technology before being able to assist the public with the upgraded systems. The cost will be approximately \$50,000 to start the process by the end of December. It will be purposefully phased in so that it is on a staggered replacement schedule.

S. Walters asked if the Board supports the library's plan to move ahead with this expenditure. Specific funding requests would require a Board motion to move funds from surplus and would be presented in Q1 and Q4 of 2019. S. Koch acknowledged this need and replied on behalf of the Board to proceed.

15. Staff Reports with Brief Presentations:

(a) Strategic Plan 2019-2021

S. Walters informed the Board that staff sessions to roll out the new Strategic Plan will be complete by the end of the week. She also presented the Board with the finalized formats of the

strategic plan which include the one page document, a pocket version and an online version. D. Cousar stated that she approves of the format as a key component is that the plan is easy to remember and this has been executed well. J. Oye noted the Board will want to consider how work plan deliverables tied to strategic goals are reported. S. Walters noted that the management team will take this into consideration for 2019 reporting as everything we do should be linked back to the strategic plan, so that the progression is apparent. S. Walters will discuss the possibility of a breakfast workshop for City Council members so that the library can showcase the strategic plan and service changes being made in the organization.

Operations Reports

- (a) L. Smith provided a report on Adult Programming

J. Oye noted that the results of the increase in adult programming from this year are very impressive and that reports on successes such as this are appreciated as it gives him something tangible to show and talk to people about as an advocate for the library.

- (b) M. Au provided a report on Children and Family Services
- (c) S. Griffin provided a report on Circulation and Merchandising
- (d) C. Ho provided a report on Digital Services
- (e) P. He provided a report on Information Services
- (f) A. Chi provided a report on Information Technology
- (g) K. Adams provided a report on Kids' Place
- (h) S. Vokey provided a report on Marketing and Public Relations
- C. Gillanders proposed that the Board needs to consider establishing a fund-raising committee/campaign or potentially hire someone specifically as other libraries are doing it. More discussion will come in 2019.
- (i) W. Jang provided a report on Multicultural and Chinese Community Services
- (j) C. Lindsay provided a report on Seniors Services
- (k) C. Hrabowsky provided a report on Staff Appreciation Events

ITEMS FOR INFORMATION

17. Board Advocacy Opportunities and Events

S. Walters reported that she and A. Bechard delivered gifts from library staff teams, management and the Board to the Richmond Cares, Richmond Gives (RCRG) Christmas Fund. Working with Ed Gavsie, the President and CEO of RCRG, the library also extended our discount to RCRG to purchase approximately \$3,000 of books for children in need. S. Walters thanked everyone who contributed and attended the Stuff the Cruiser event. She also thanked C. Liu for attending the library's Writer in Residence finale which was held on November 24.

18. Board Calendar

The Board calendar with the 2019 Board meeting dates was included.

19. Board Work Plan

S. Walters presented two formats for the Board work plan and asked the Board to consider which layout they preferred; the matrix/grid style or the new list by month style. The list format was chosen moving forward for the New Year.

C. Gillanders asked that another Board policy review should be conducted in the New Year. The last one was done in 2016 and there have been many changes in the organization since then including a new chief librarian and new trustees coming on board. J. Oye agreed but stated that this should be done later in the year due to the new trustees who will not have enough perspective right away to make informed decisions on the policies. S. Walters said that she will add this to one of the agendas in Q2 or Q3, 2019.

OTHER BUSINESS

20.

- (a) C. Gillanders asked for an update on the draft Indigenous Services Plan that was introduced in July 2017. A. Bechard replied that we have started to make connections with the Musqueam Nation connecting with their protocol officer, G. Grant. Library staff have also initiated the Richmond Indigenous Collaborative table to establish welcoming statements and to share best practices for moving forward. A. Bechard will be chairing this table for 2019 and T. Pointe has been assigned as the Aboriginal advisor. The library is committed to finalizing our Indigenous Services Plan. C. Gillanders offered assistance in expediting the process.
- (b) T. Corr drew the Board's attention to the Christmas tree made of knit hats and mitts being displayed in the Brighthouse branch by the Ask Me desk. The tree was created by a group called "Knit N Crochet 4 a Better World" which donates the items to families in need. She added that she really likes how it showcases the library supporting initiatives that bring our community together.
- (c) S. Walters thanked Susan Koch, outgoing Chair, and Diane Cousar, Trustee, for their eight years of dedication and service to the RPL Board. She also acknowledged and thanked Councillor Alexa Loo for her service to the RPL Board over the last four years and welcomed back Councillor Linda McPhail and new Councillor Kelly Greene as Council appointed representative and alternate representative to the RPL Board.

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, January 30, 2019.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:07pm

OYE/CORR.....CARRIED

CHAIR



CHIEF LIBRARIAN

