

WEDNESDAY, MARCH 27, 2019

6:00 - 8:00pm

Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Linda McPhail, Council Representative
Cathy Liu
Danielle Lemon
Denise Hawthorne
Denise Hui
Jordan Oye

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Chaslynn Gillanders

Staff Present:

Anne Bechard
Catherine Lindsay
Christi Hrabowsky
Cindy Ho
Iris Lee
Lee Anne Smith
Mark Ellis
Millicent Mabi
Ping He
Shaneena Rahman
Victor Lai
Wendy Jang

Friends of the Library:

Debby Newton

Special Guest:

Kelly Greene, Alt. Council
Representative

Feicy Xu, NewToBC Library
Champion

1. Call to Order

The meeting was called to order at 6:00pm as the Board photos took place prior to the meeting.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

Oye/Liu.....CARRIED

(a) NewToBC Champions (M. Mabi)

M. Mabi introduced Feicy Xu, one of the NewToBC Library Champions from the library's most recent cohort. The Library Champions project is a NewToBC initiative which engages new immigrants to connect with other newcomers in order to promote library services and resources to families in their communities. The program started in June 2013 and has since reached over 9300 newcomers. F. Xu discussed some of the barriers that many participants face such as language and that she greatly appreciates the opportunity to help promote library services and make new friendships.

The Board voiced their support and appreciation of this program and asked if S.U.C.C.E.S.S includes this in their welcome package. M. Mabi responded that they are aware of the program and may promote it informally. Cllr. McPhail noted that she attended a ceremony last year and asked if information about the program is available in the Newcomer's Guide and if this ever been presented to the people who prepare the guide. Staff will follow up on this recommendation.

T. Corr attended the ceremony and extended congratulations and thanks to everyone for their excellent work.

3. BUSINESS SECTION**(a) Approval of Meeting Minutes**

A correction was made to Section 4(b) regarding a question from T. Corr and to Section 6(d) to correct the name of the YVR Art Foundation.

MOVED: That the minutes of the regular meeting of February 27, 2019 be approved as amended.

CORR/LIU.....CARRIED

(b) Correspondence Included in the Meeting Materials Included:

- (i) Letter from Canadian Federation of Library Associations re: Thank you to CULC members
- (ii) Support letter for S.U.C.C.E.S.S
- (iii) Community partner thank you letters to Kwantlen Polytechnic University
- (iv) Support letter to NewToBC
- (v) Letter from Richmond Community Foundation re: Fund Statement as of December 31, 2018

4. EDUCATION SESSION**(a) 2019 Education Session List of Topics****(b) Making Special Collections Accessible (W. Jang)**

W. Jang invited the Board to tour the library's Special Collections room which houses over 17,000 scholarly Chinese books donated from Dr. Lee Kwok Chu in 2011 and 2013. The total donation of books received was 76,744. She explained that creating a catalogue for such a large collection of scholarly books has been a challenge as we need knowledgeable volunteers to help sort it, staff resources to coordinate it, space to house it, and for much of the collection, item-level appraisal. W. Jang noted that the collection as a whole was appraised at the time of the donation, but we know individual items have significant value.

W. Jang presented four options for the Board to consider: appraise and sell the collection; appraise the collection, retain the most valuable and unique materials and sell the remaining items; appraise and retain the entire collection, provide rotating access to subject collections; and maintain the collection as is until a new facility can support ideal accessibility.

The Board recognizes the value of this collection to our local community and the various challenges in making it accessible. The Board discussed the options and the potential for partnering with other libraries and organizations in the Lower Mainland. The Board also inquired if there might be any opportunities for grant funding given how culturally significant the collection is. S. Walters noted that staff will pursue item-level appraisal costs as a first step to informing future decisions regarding the Special Collection on Chinese Culture.

5. COMMUNITY**(a) Councillor's Report**

Councillor McPhail provided a report on the highlights of the February 25 Council meeting which included updates on the unveiling of the 2019 Richmond Street Banner winners, the Minoru Place Activity Centre, the City's proposal for Smart Cities Challenge, and Council's approval of over \$890,000 in community grants.

(b) Friends of the Library Report

D. Newton reminded the Board about the upcoming Spring Whale of a Book Sale taking place March 30-31 at Thompson Community Centre. She thanked the marketing team for helping promote it with a large banner on the library's website.

(c) A Summary of Customer Comments was included

6. **BOARD:**

(a) Risk and Liability Review (V. Lai)

V. Lai presented the risk management and liability report. Since the last update in 2017, the library has introduced a Code of Conduct to assist staff in dealing with difficult customers. He also reported on the Ironwood branch fire which occurred in July, 2018 and on IT's aging infrastructure which is being upgraded this this year.

(b) 2018 Annual Operations Report (S. Walters)

S. Walters presented the 2018 Annual Operations Report which provides key performance indicators (KPIs) and statistical information of the library's performance over the past year. The information helps the library evaluate the effectiveness of its strategies and services.

S. Walters noted that all libraries have struggled with finding the right balance and best means of sharing qualitative and quantitative data. Traditional quantitative metrics are still required for reporting and funding purposes, but it is the qualitative data that helps to tell the story of our business. For this year's report staff took into consideration past Board comments and acknowledge we have more work to do in telling our story better. A cross-departmental staff team is being formed and will be presenting new metrics and reporting format in November.

The Board discussed community demographics and language preferences. The Board also noted that it is important to consider how we report decreasing traditional use to tell the story of how use is changing and increasing in other areas of library service.

Board Professional Development (S. Walters)

S. Walters presented a report on Board professional development based on feedback from the November 2018 Board Self-Evaluation Survey. The Board noted several key governance areas where more training would be welcome. The Board approved working with a consultant to deliver specific governance workshops. S. Walters will investigate and report back.

The Board also discussed forming a governance committee to review polices and general governance issues rather than conducting the review with the Board as a whole. The Board determined that having a committee would be more efficient but agreed to proceed with the governance workshops before deciding.

7. **INTERLINK REPORT**

None

8. **BCLTA REPORT**

C. Liu reported that the BCLTA's process for becoming a board member has changed to involve a nomination process vs an automatic library board representation and that the elections will take place at the BCLTA AGM in May.

9. OPERATIONS**(a) Chief Librarian's Report**

S. Walters updated the Board on two significant donations: one from Mr. Kam Lau who donated 263 traditional Chinese books for the circulating collection. As there are costs associated with cataloguing books, in the future we may want to ensure that there are associated funds as part of significant donations.

The library also received a significant donation from Ms. Shirley Barnett and Mr. Philip Dayson in memory of their parents, Ben and Esther Dayson, to be directed towards the Ben and Esther Dayson Judaica Collection and Jewish programming.

Management Reports Included:**(b) Community Engagement Report**

A. Bechard reported how the library's programs and facilities are important to our community. The library's strategic plan has prioritized the importance of core services and expanding access to programs, services, and collections. This year, the library will be conducting an analysis to determine what our essential programs are and what we might be missing at our core level including reviewing our program scheduling times.

(c) Customer Experience Report

S. Rahman reported on the library's public service points which offer four distinct types of service: Ask Me Information Services, Kid's Place Children and Family Services, Launchpad Digital Services, and Library Cards and Accounts Circulation Services. She also reported that there will be new staff training opportunities available this year to ensure that the library is continually improving skills in the area of customer service as building a strong customer service culture is important at RPL.

(d) Finance and Facilities Report

V. Lai reported that the 2018 year-end audit is near completion with the closing meeting scheduled to take place on March 26. He noted that there are some new accounting standards that have been implemented so that the library is in compliance with the Public Sector Accounting Board's new requirements.

(e) Human Resources Report

I. Lee reported that the City is moving towards online self service for all employees which will eliminate paper paystubs in the near future and allow employees to update their personal information. She also updated the Board on the progress of some new positions that the library is recruiting for.

(f) Information Technology Report

M. Ellis reported on the Inspire Curiosity Library Card Campaign which is being offered to all Richmond School District children in grades 1 and 8 and how the library plans to track the success of the campaign.

Staff Operations Reports Included:

(g) Innovation and Learning Development (*L.A. Smith*)

(h) Marketing and Public Relations (*S. Vokey*)

(i) Collections and Customer Service Delivery (*W. Jang*)

(j) Adult and Seniors Services (*C. Lindsay*)

(k) Digital Services (*C. Ho*)

(l) Children and Family Services (*K. Adams*)

(m) Content, Collections, and Discovery Services (*P. He*)

S. Walters directed the Board's attention to this report as the library wants to shift from exclusively promoting our vendor platforms (for example, "Solaro") to having our customers focus on the services that the library provides. It is a subtle, but strategic shift.

(n) Circulation and Merchandising (*S. Griffin*)

10. ITEMS INCLUDED FOR INFORMATION

(a) 2019 Board Calendar

S. Walters reminded the Board that the BCLTA Summit and BCLA Conference are coming up in May and to please let C. Hrabowsky know if they would like to attend.

(b) 2019 Board Advocacy Opportunities

(c) 2019 Board Work Plan

11. OTHER BUSINESS

D. Hui recently attended TOP training where fundraising was discussed. Different libraries have different approaches. S. Walters noted that she is the staff liaison for the fund development committee and that the committee can discuss the roles of Board and staff at their first meeting. D. Lemon noted she is working on agenda items and that terms of reference for the committee will be developed shortly.

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, April 17, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:51pm.

CHAIR

CHIEF LIBRARIAN