

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, March 28, 2012

Present: Pat Watson, Chair
Peter Kafka, Vice Chair
Councillor Derek Dang
Mark Bostwick
Diane Cousar
Dulce Cuenca
Susan Koch
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Sanjiv Khangura
Councillor Linda Barnes

BUSINESS SECTION

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 item 6(a) on table, and moving item 12 to appear after item 5.

BOSTWICK/KAFKA.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of February 29, 2012 be approved as presented, with one typo amendment on page 3.

TANG/COUSAR.....CARRIED

4. Business Arising

None

5. Correspondence

None

12. Report from Councillor Dang

Councillor Derek Dang attended this meeting in the absence of Councillor Barnes. Councillor Dang reported on densification plans for the area north of Westminster

Highway, eventually moving the city centre away from Minoru Park. Library is considered a key component of services for this area.

Greg noted that it is clear that the library needs to be more integrated and connected to Council goals. The future feasibility study will be critical in attaining community input.

EDUCATION SESSION

6. An outline of education topics completed and planned for future was included for information.

(a) Virginia McCreedy's report on the recent addition of iPads to Kids' Place. These were put out just before Spring Break and eliminate the continuous maintenance of the old computers. This device has proved intuitive, easy to use and the ability to add new applications (apps) regularly encourages kids to come back often. The stations are always busy and have frequent line ups. Parents are interested in the apps chosen and ask the staff for advice. We are testing the iPad stations at Brighthouse and plan to deploy at the other branches once our IT staff have experience servicing them. Deployment planned by the end of the year.

Greg noted that Virginia will be presenting on our experience at the BCLA conference.

(b) Susan Walters and Shaneena Rahman presented a visual tour of the merchandising upgrades to the 1st floor power wall, the Top 20 section showcasing several categories of books, CDs and DVDs. This new section displays books face out only, and a copy of the book cover is attached to the back of the shelf. The book cover provides direction on how to place a hold. Customers who see the material they want instantly know that it is available here. The rapid read sections have been removed to make room for the Top 20 section. Top 20 materials are shelved with 28 day loan items first, followed by 7 day loan and lastly by the book cover and placing a hold information. CDs are empty cases.

Shaneena noted that it took about two weeks of planning and preparation to make this strategy work, and that it was implemented overnight. Turnover of returned materials can take as little as 10 minutes, as the Top 20 returns are sorted to their own bin.

Greg noted that the several groups will tour Brighthouse during the upcoming BCLA Conference.

The Board asked about circulation breakdowns by branch. Shaneena confirmed that approximately 65 % of circulation comes from Brighthouse. Serena Griffin (Supervisor, Branch Merchandising) has assisted in the Brighthouse Top 20 merchandising and will take a scaled down version of this technique to branches

soon. Showcasing ebook and audio books when they are available is easy to add to the book cover, and will be implemented quickly.

Susan noted that this was a collaborative effort with involvement from many staff, and that the ongoing challenge will be to update the Top 20 wall frequently so customers are continually presented with fresh material.

STAFF OPERATIONS

7. WCILCOS Conference

Wendy Jang reported that she is doing a presentation at the World Conference of Institutes and Libraries in Chinese Overseas Studies conference in May, at UBC. The library will host a tour for conference participants to build on the valuable connections.

8. Spring Break Activities

Virginia McCreedy reported that Spring Break was a little busier this year than last year. We offered 97 programs over the 14 days and had over 3,000 kids attend.

9. Writer-in-Residence Program

A publication entitled "*New Voices: Fiction and Memoir in a Second Language*" was enclosed. This program was done in cooperation with the City of Richmond, Cultural Centre and the Seniors Centre. Shelley Civkin reminded the Board that the public reading will take place on Thursday in the Living Room and all are welcome to attend.

10. Chief Librarian's Participation on City of Richmond Directors Report Review Team

An email from Lani Schultz, Director, Corporate Planning describing the Team composition and function was included.

Greg reported that he is striving to make closer contact with the City staff. The Directors Group weekly meetings will take about 10% of his time.

11. Chief Librarian's Verbal Report

Greg reported that the recent PLA conference confirmed for him that many other public libraries are grappling with the same issues we are and that we're on the right track but not going fast enough.

Greg discussed two new directions that RPL is taking:

- 1) "Learning Commons" physical space in Brighthouse, and
- 2) Addressing the staff learning curve via a "Learning Academy" that will focus on developing Excellence, Innovation, Leadership and Accountability.

Staff learning is focussing on serving the public, and very soon leading the public via our "learning commons". We are changing our culture to respond to the digital needs of our customers, and we need to know what type of spaces we're going to need in our new buildings in the future to justify why we need new spaces such as a new Central Library. Our new service model will demonstrate clearly to our funders that

these new services are what the public wants and values, creating public and staff excitement and heavy use of the transformed library.

Greg and the Board congratulated Susan Walters on her appointment to Deputy Chief Librarian.

Councillor Dang announced that he will be in China April 24th to 30th and unable to attend the next Board meeting, and then excused himself from the meeting.

Pat requested that item 18(b), Dulce Cuenca's report of PLA conference attendance be moved here. Dulce read from her written report that will be circulated to the Board.

COMMUNITY

13. Friends of the Richmond Library

Betsy Blair reported that the Friends of the Richmond Library 40th Anniversary committee is preparing for a Saturday, July 28th event.

They recently received a \$1,000 donation from Scotiabank. The mini sale is scheduled for March 31st and the big sale for April 21/22.

14. InterLINK Report

Mark reported that he attended the InterLINK meeting on March 27th, at which there was a presentation by Jacqueline Van Dyk from Libraries and Literacy Branch, Ministry of Education. She indicated that there will be three years of stable funding and encouraged objectives that align with communities. The budget for Libraries and Literacy Branch has been cut and they have reduced staff from 8 to 4.

Mark reported that Interlibrary loans may be jeopardized as direct access is very expensive and requires a van and a delivery system. With new technology, ILL may be an issue whose time has passed.

Mark also reported that TELUS will no longer fund the Teen Reading club, but that Interlink will fund a basic program this year, using \$10,000 from their reserves and that the Strategic Plan Refresh was passed.

- (a) The Strategic Plan Refresh document was included for information
- (b) The original strategic plan, Building on Success: Strategic Plan 2009-2011 was included for information.

15. British Columbia Library Trustees Association Report

Peter reported that Lauren Wolf was appointed to the position of Executive Director, BC Library Trustees Association.

- (a) A bulletin regarding BC Library Conference 2012 was included for information.

- (b) A bulletin regarding the Spring Trustee Orientation (TOP) sessions held at RPL was included for information.

16. Customer Comment Forms

Pat noted that the customer comment forms were on table for review.

(a) Summary of Comments

The summary of comments is included for information.

Greg noted that the successful Food for Fines program will be presented again, but at a different time of year.

BOARD

17. Items for Decision and/or Discussion

(a) Strategic Plan Implementation

- i. A City staff report dated March 8, 2012 regarding Richmond Public Library Strategic Plan was included.

Greg noted that if we get funding requested from surplus funds we will be able to gather community input. We would create the RFP working with City staff. We must provide good information to get good information and the city will be able to assist. We must present our information in a format the city recognizes. This will ensure that Council sees that they have a stake in library service and that we can show them how we're delivering on their plan. Council will address surplus funds in June.

- ii. Council Term Goals for the term 2011-2014 were included for information.
- iii. An OCLC (Online Computer Library Centre) report titled US Public Libraries: a Snapshot of Priorities and Perspectives was included for information.

(b) Fund Development

- i. A tax receipt from the Richmond Community Foundation was included for information.
- ii. A letter from the Richmond Community Foundation regarding a recent donation from the Kronier family was included. A recognition event will be planned as soon as possible.

Pat advised the Board that she has accepted the opportunity to be a volunteer on the Richmond Community Foundation Grants Committee.

18. Items for Information

- (a) Pat thanked all Board and staff who attended the recent Social event.
- (b) Dulce Cuenca's report of PLA conference appears above.
- (c) A summary of Board attendance at upcoming conferences was included.

- (d) A tentative agenda for the upcoming meeting with Surrey Public Library Board was included. Melanie Houlden, the Chief Librarian of Surrey Public Library will host the tour and meeting. Further information will be available soon. We will return the favour by touring the Surrey Board through Richmond Public Library at a later date.
- (e) The current *Feliciter* issue was not available.
- (f) The calendar and work plan were included.

19. Other Business

Greg noted that a closed meeting is set for Wednesday, April 18th.

Greg reported that our recent practice has been to close early the day after a statutory holiday to allow staff to catch up on processing materials and shelving after the mass return of materials during the closed day(s). For example, in past the Tuesday after Easter all branches closed at 5:00 pm. Since the implementation of the sorting equipment at Brighthouse has improved processing material returns, staff will resume normal hours after the Easter statutory holiday at this branch and see if this works well.

Greg reported that the Dr. Lee collection advisors have not met yet but a meeting will be scheduled soon.

20. Date of Next meeting

The next meeting is **Wednesday, April 25, 2012 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:40 p.m.

CHAIR_____

CHIEF LIBRARIAN_____