

**RICHMOND PUBLIC LIBRARY BOARD**

**Wednesday, January 30, 2013**

Present: Peter Kafka, Chair  
Simon Tang, Vice Chair  
Councillor Linda Barnes  
Mark Bostwick  
Diane Cousar  
Dulce Cuenca  
Sanjiv Khangura  
Susan Koch  
Pat Watson (left at 6:30)

Greg Buss, Chief Librarian and Secretary to the Board

**BUSINESS SECTION**

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved as presented with the addition of items 17(k) presented on table.

BOSTWICK/COUSAR.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of November 28, 2012 be approved as presented.

BOSTWICK/KAFKA.....CARRIED

4. Election of Chair and Vice Chair

Pat passed the gavel to Greg, who indicated that Peter Kafka had accepted nomination for the position of 2013 Chair. Greg called for further nominations and as there were none, Peter was acclaimed. Greg passed the gavel to Peter.

Peter thanked Pat for her 2 years as Board Chair, noting that she leaves the Chair with the library well positioned for the next few years.

Peter indicated that Simon Tang had accepted nomination for the position of 2013 Vice Chair. Peter called for further nominations and as there were none, Simon was acclaimed.

5. Business Arising

None

6. Report from Councillor Barnes  
None.

7. Report from Friends of the Library

Debby Newton noted that this is a quiet part of the year and the Friends are preparing for the 4 scheduled sales in 2013.

- (a) A letter dated December 14, 2012 to Friends of the Library regarding their \$20,000 donation supporting selected Wish List items was included for information.
- (b) A letter dated November 30, 2012 regarding a \$5,000 donation to the Richmond Community Foundation by the Friends of the Library was included for information.
- (c) A receipt dated December 11, 2012 from the Richmond Community Foundation was included for information.

8. Correspondence

- (a) Letters dated November 27, 2012 to Diane Cousar, Susan Koch and Pat Watson to advise on their re-appointment for two year terms ending December 31, 2014
- (b) A letter dated December 11, 2012 to advise on the appointment of Linda Barnes as Council representative for 2013 was included.
- (c) A letter dated January 7, 2013 to Mr. Wu regarding a \$10,000 donation from National Bank Financial Ltd was included.
- (d) A letter dated January 15, 2013 re: Renaissance Club was included. Greg explained that the club is a staff organization begun in the 90s to sponsor educational and social functions, honor retirees, present memorials and award bursaries.

**EDUCATION SESSION**

9. An outline of educational topics was included for information. The Board requested that Reference Services be addressed at the next meeting, and that three priority topics be moved to special meetings where they can be addressed in depth – Fines and Charges, OCP and 2011 Census. Greg asked for more information from the Board on their concerns surrounding risk and evaluation. The Board discussed various topics and Greg will bring forward a list for the Board to prioritize. Peter encouraged the Board to note any education topics not on the list and bring them up at the next meeting.

- (a) Susan provided an overview of recent All Staff sessions which shared the library's goals and new model of service, information about the Public Consultation and the understanding that our community will play a vital role in the future of the library. Susan led the sessions with Shaneena, Lee Anne and

Virginia and they reached all levels of staff. Staff viewed the presentation by David Lankes which speaks to the fact that libraries' futures are not predetermined, but will develop through constant consultation and collaboration with their communities.

Staff completed a brief questionnaire and their thoughtful responses and shift towards making community connections since the sessions has been great. The Library's tag line for 2013 is "Expect More;" of yourself, each other and the library as our community will be. There are guidelines and systems to put in place, but the sessions have inspired staff and laid the groundwork for more change to come.

The Board asked what we are doing differently. Susan responded that staff are demonstrating a desire to participate and contribute meaningfully to the planning and public consultation process. Senior staff recognize that and are finding ways to make this happen. Greg noted that he and Susan are turning their attention to other projects and not problem solving for staff when they have the ability to do that for themselves. A number of senior staff will be guiding staff through the new model of service.

The Board asked if staff responses will be captured in the public consultation process and Susan responded that the information will be passed on to the consultants and that staff can participate in the process from the perspective of being a community member.

## **STAFF OPERATIONS**

### **10. Update on Negotiations**

Greg noted that both sides have exchanged proposals and 4 meetings are scheduled for February. A number of jurisdictions have already settled and he expects the negotiations to conclude in February.

### **11. Hours of Operation**

A report of 2013 Hours of Operation was included for information. The library will be partially open on the new statutory holiday (Family Day on February 11) for the Children's Art Festival. Staff will cover the first floor only and the second floor will be closed. We anticipate that the City will want to do a Children's Art Festival next year too, and if so we will be involved again.

Pat Watson left at 6:30 pm.

### **12. 4<sup>th</sup> Quarter Reports**

(a) The Human Resources Activity Report for 2012 was included. Greg pointed out the large number of temporary assignments listed. Several staff were given

stretch assignments and learning opportunities. Some of these assignments will be made permanent, some were experiments.

The Board asked for estimated numbers of staff on shift each day – front and back of house, day and night shift.

- (b) Statistics for circulation 2009-2012 were reviewed. Items counted or not counted as a circulation were discussed briefly. Gate count is also down, showing the same trend as circulation. The Board asked what other stats they can get on a quarterly basis and that understanding stats is an important issue that may require a special meeting or an event longer than an education session. Greg will provide a list of stats that can be provided for the Board to choose from for future review. Greg noted the continued drop in gate count and circulation may mean that we can't afford to be closed on all statutory holidays any more, as that may be when people want to be using the library.

### 13. Information Technology

- (a) Mark Ellis reported on the November 2012 Cracking/Phishing attacks. The UBC students involved have assured us that personal information collected was not retained, and Dr. Beznosov has indicated changes will be made to the project module. It may be possible for a future class to work with us cooperatively and collaboratively to analyse security of the library system.
- (b) Mark Ellis reported on the Community Infrastructure Improvement Fund Grant. We were granted \$75,000 in matching funds to replace, upgrade and extend infrastructure to include the Minoru precinct (seniors centre, aquatic centre, arena) and the Steveston community centre. He is in discussion with the City and will be able to confirm in 2-3 weeks whether we can accept the grant or not, as it may conflict with a city project.

Mark also noted that the library's mobile app is available. This is the initial version and more features are planned for the near future. We will start promoting the mobile app soon.

### 14. Customer Comment Forms

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

#### (a) Summary of Comments

The summary of comments is included for information.

### **INTERLINK**

### 15. InterLINK Report

Mark reported that the next meeting is scheduled for February 26<sup>th</sup>, at which the Proposed Budget will be passed.

(a) The Proposed Year 2013 InterLINK Operating Budget was included for review.

## **BRITISH COLUMBIA LIBRARY TRUSTEES ASSOCIATION**

### **16. British Columbia Library Trustees Association Report**

Peter reported that BCLTA has established an advocacy task force and completed a survey on Chief Librarian salaries. They are looking for an excel expert to work with the data collected. BCLTA are planning 3-4 sessions on Saturday May 4 as part of the BCLA/BCLTA conference.

## **BOARD**

### **17. Items for Decision and/or Discussion**

(a) 2013 Representatives and Committees were established. Mark will continue as InterLINK representative, with Sanjiv as alternate. Peter will continue as the BCLTA representative. The Steering Committee on Strategic Planning remains committee of the whole. Susan will remain on the Audit Committee, with Peter and Greg as ex-officio members.

i. 2012 Representatives and Committees were included for reference.

(b) Strategic Planning Update

The next meeting with IBI Group and Orangeboy is scheduled for Wednesday, March 6<sup>th</sup>, where the Board will receive a report on the first phase of the project.

i. Notes of the special meeting on December 12<sup>th</sup> were included.

ii. Minutes of the Board's decision on December 12<sup>th</sup> were included.

iii. Strategic Plan Status Report #1 was included. A report will be provided for each Board meeting. The Board meeting is where Board will receive reports and the Special meetings are where the Board can influence proceedings where appropriate.

(c) Recommended actions from the 2012 Self-Assessment Survey were included. Education session topic suggestions will be added to the list.

(d) Background information on the Terracotta Warrior Donation was included and there was brief discussion.

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MOVED: That the Chief Librarian be directed to work with Eric Fiss, Public Art planner, City of Richmond, to secure the donation of the Terracotta Warrior while ensuring that the Library Board's concerns are addressed to their satisfaction.

KOCH/KHANGURA.....CARRIED

- (e) An update on the donation and issuing of tax receipt policy and procedures was included, including information from other libraries and institutions. The upcoming Canada Revenue Agency audit will be key to policy development, as will input from our auditors, KPMG.
- (f) This year Freedom to Read Week will be celebrated across Canada from February 24 to March 2. A copy of the previous proclamation and a letter to Mayor Brodie were included for information.
- (g) This year's Board social event will take place on Thursday, June 6<sup>th</sup>.
- (h) The Board changed two scheduled meetings for the year. The February meeting will take place on Thursday, February 21<sup>st</sup> and the March meeting will take place on Wednesday, April 3<sup>rd</sup>.
- (i) Disbursable Investment Income  
  
MOVED: That the distribution of \$880.48 be re-invested in the Endowment Fund.  
KHANGURA/TANG.....CARRIED
- (j) Several Board members will attend the Richmond Chinese Community Society community dinner to celebrate the year of the snake on February 27.
- (k) An Audit Planning Letter dated January 24, 2013 was presented on table. Susan Koch and Greg will arrange to meet with the auditor prior to the completion of the financial statements.

#### 18. Items for Information

##### (a) 2013 Conferences

- i. An excerpt from the Board policy manual regarding Trustee Conference Attendance and Travel was included.
- ii. A list of 2013 conferences was included. Trustees interested in attending were requested to let Greg know.

(b) The Family Literacy Day kickoff event held on Friday, January 25<sup>th</sup> was a great success. Several photos and a video were posted on the Board's blog.

(c) CLA membership renewal rates were included for information.

(d) Electronic edition of the *Felicitier* will be posted on the Board Blog when available.

(e) The calendar and work plan were included.

#### 18. Other Business

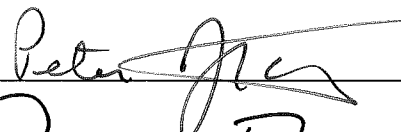
None.

19. Date of Next Meeting

The next meeting will be **Thursday, February 21, 2013 at 5:30 pm.**

Adjournment

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

CHAIR 

CHIEF LIBRARIAN 