

**WEDNESDAY, SEPTEMBER 30, 2020  
5:30 - 7:30pm**

Meeting held via Webex videoconference

Board Present:

Robin Leung, Chair  
Jordan Oye, Vice Chair  
Caty Liu  
Chaslynn Gillanders  
Danielle Lemon  
Denise Hawthorne  
Denise Hui  
Traci Corr  
Linda McPhail, Council Representative

Staff Present:

Anne Bechard  
Iris Lee  
Mark Ellis  
Shaneena Rahman  
Victor Lai  
Linden Jessome

Friends of the Library:

Bonnie Walker

CUPE 3966 Representative

Kate Adams

Susan Walters, Chief Librarian and  
Secretary to the Board

Regrets:

Elaine Tsi

**1. Call to Order and Land Acknowledgement**

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

**2. Approval of Agenda**

MOVED: THAT, the agenda be approved as presented.

T. Corr/D. Hui.....CARRIED

**3. Business Section**

(a) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of July 29, 2020 be approved as presented with a minor edit to page 2.

C. Liu/J. Oye.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

Letter from InterLINK Board Chair regarding 2020 compensation included for information.

**4. Education Session**

(a) 2020 Education Session List of Topics

S. Walters informed the board that the topic for October is Budget 101 and Going Book Fine Free. This movement is gaining ground across Canada as the use of digital library resources increases and libraries look for ways to remove barriers to communities accessing physical resources.

**5. Community**

(a) Councillor's Report

L. McPhail noted that City Council were hoping to resume their live in-person meetings, however that option has been delayed until October due to renovations in Council chambers. She also

shared that City staff are reviewing the development of a mask policy for all City buildings, with a consideration of the different age groups, activity levels, and indoor and outdoor spaces; the City's popular Capital Projects Highlights showcase and the Richmond Fire-Rescue's new website are now available online; and that City staff are working with community centre associations to restore licensed school year child care.

(b) Friends of the Library Report

B. Walker confirmed that the Friends have scaled down operations given the risk COVID-19 poses to their volunteers. They are currently researching ideas to reduce supply in storage and put books back into the community. \$3,700 has been raised from online and second-hand book store sales. The Friends have raised approximately \$16,000 to date and they are moving forward with their plans to hold Saturday book sales in the Cambie branch's parking lot, weather permitting. B. Walker also noted that the Chair of the Friends for North Vancouver City Library has connected with her.

(c) Summary of Customer Comments

A summary of customer comments was included for information.

6. Board

(a) Revised Board Policy 3.0, Section 3.5 – Trustee Recruitment

As the Chair of the Governance Committee, R. Leung shared the rationale behind the revised policy and thanked the 2020 TRC for their feedback.

The Board discussed the role of the Chair being ex-officio on all board committees. S. Walters noted that the policy and procedure on trustee recruitment conforms to the City of Richmond's Administrative Procedure 1014.01 on Advisory Body Appointments and that this has been incorporated into the revised policy.

MOVED: THAT, the Richmond Public Library Board adopts Board Policy 3.0, Section 3.5 – Trustee Recruitment.

D. Lemon/C. Gillanders.....CARRIED

7. Standing Items

(a) Roundtable Discussion

D. Lemon provided an update and overview of the Reimaging Non-profit Governance in BC event and offered to share the materials to the Board Blog. She also encouraged Board and Governance Committee participation. C. Liu will continue to share BCLTA workshop information and suggested that these events are placed on the Board Blog. T. Corr and J. Oye thanked library staff for their continued hard work which was echoed by the Board.

(b) InterLINK Report

T. Corr noted that InterLINK is undertaking a Board Self-Evaluation survey and that the Truth and Reconciliation workshop being developed by Harlan Pruden (VPL representative) has been rescheduled to accommodate a more comprehensive workshop. The Chair of InterLINK has nominated H. Pruden for a position on the BCLTA Board, which T. Corr supports.

(c) BCLTA Report

C. Liu provided a meeting update and shared information about upcoming BCLTA workshops and trustee meet-ups, encouraging all trustees to attend the AGM.

(d) Governance Committee Report

R. Leung shared highlights from a recent meeting which focussed on the recommended revisions to Policy 3.0, Section 3.5 Trustee Recruitment.

8. Chief Librarian's Report

S. Walters noted that the library is on track with the continuum of program and service restoration, with all branches now open and providing limited service. The library will continue to limit the frequency and duration of customer visits. Updated quarantine guidelines have been published by the BC Centre for Disease Control. 71 public libraries across BC are reviewing these guidelines, shifting to remove quarantine as the risk of contracting COVID-19 from surfaces is extremely low and not the means of transmission in our communities. RPL will be eliminating quarantine in early October and customers are welcome to quarantine/sanitize their borrowed materials at home. An all-staff Zoom meeting is planned to answer comments and questions surrounding these new guidelines.

S. Walters introduced Linden Jessome who has joined the library in the role of Executive Assistant. She also noted that the Annual Report is almost finalized and our intent is to share it with the Board at the October meeting. S. Walters thanked the Board for their support towards the card and handshake for Ena Point and family in memory of Terry Point. She also informed the board of a donation being made in memory of former Board Trustee, Barbara Eso, to support children's literacy.

9. Operations

Management Reports:

(a) Restoration of Services

Questions surrounding the management report were addressed by the presenting managers. A. Bechard noted that we are working with Richmond SD38 to coordinate an author visit for multiple classes in October using the Zoom platform. V. Lai and M. Ellis noted the status of the upgraded sorter project which is with the City to determine purchasing process. There is no budget impact if the decision requires a RFP or delays procurement into 2021.

(b) Safe Work Plans

Comprehensive work is being undertaken by the Joint Health and Safety Committee to ensure the library minimizes staff and public exposure to COVID-19.

(c) 2020 Statistics

2020 digital circulation has seen a significant increase and that the use of physical collections, the holds service, and in person, email and phone enquiries to staff, continue to increase.

(d) Google Ads/Koios

The marketing of library collections and services via Koios is reaching underrepresented younger adults, a target audience notoriously difficult to engage using traditional marketing avenues.

Staff Operations Reports:

(e) Summer Reading with Your Library 2020

An update on the library's summer reading programs and participation.

(f) Collections and Customer Service Delivery

An update on customer service improvements tied to service expansions.

**10. Items Included for Information**

None.

**11. Other Business**

None.

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, October 28, 2020 at 5:30pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:11pm.

CHAIR



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CHIEF LIBRARIAN



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