
WEDNESDAY, NOVEMBER 29, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Diane Cousar
Jordan Oye
Simon Tang
Traci Corr
Chaslynn Gillanders
Arseniy Shchedrinskiy
Chak Au, Council Representative
Alexa Loo, Alternate Council Representative

Staff Present:

Melanie Au
Anne Bechard
Mark Ellis
Cathy Gettel
Serena Griffin
Cindy Ho
Wendy Jang
Shaneena Rahman
Lee Anne Smith

Staff Absent

Allen Chi
Stephanie Vokey
Ping He
Kate Adams

Friends of the Library:

Debby Newton, Chair
Bonnie Walker, Vice Chair

Guest:

Mr. Swim

Susan Walters, Chief Librarian
and Secretary to the Board

Board Absent:

None.

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 12 (a) on table.

LEUNG/CORR.....CARRIED

EDUCATION SESSION

3. Education Session

- (a) An outline of past and upcoming educational session topics was included.
- (b) Mark Ellis presented on Library Without Walls.

The concept of a paperless library goes back to the 1990s. Our pixelated logo was created in 1993. Circulation of digital items is increasing, but remains a small portion of total circulation.

The majority of our programming relates to the physical buildings and services, while the digital element is dependent on the buildings and what goes on in them. There is very little on the website that is independent of building-based services.

Website use is driven by the RPL created citizenship and driving tests, member searches for items in the catalogue, and information on library programs.

Subscription databases have relatively low usage, except for Lynda.com. In order to ensure a return on investment, annual reviews that take use and promotion into account will determine which database subscriptions continue. The deep web is behind pay walls and logins. A potential solution: results for book searches in Google that links to libraries near you, which

drives customer back to the Overdrive site. Our resources are underutilized due to their absence in Google results. The Board asked how we can overcome this. Vendors and libraries working together in mobile applications – and this is gaining ground so may be a reality in the near future.

The Board asked if there is an option connecting library systems? Mark noted that Outlook Online union catalogue provides a way for library members to search across all library collections in the province. Members may then place InterLibrary Loan requests (with some restrictions) in order to have material shipped to their local library. Mark noted that there isn't a seamless use connected to our catalogue.

Traci noted she has used InterLibrary Loan a few times with satisfaction. Mark noted that this service is expensive in the physical realm, but transparent in the digital.

The Board asked if we have a clearly defined reason why we are on the web? What should the customer do when they get there? Mark noted that our website is trying to do a lot and has grown organically. The upcoming website redesign will include a paring down to make it cohesive and less cluttered, and will focus on what we want members to take away.

BUSINESS SECTION

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of October 25, 2017 be approved as presented.

OYE/SHCHEDRINSKIY.....CARRIED

5. Business Arising

None.

6. Correspondence

(a) A letter from the Ministry of Education, Libraries Branch re: grants was included.

(b) A status report of grants received budget and actual was included. A letter to the Ministry of Education, Libraries Branch acknowledging grants received was included.

COMMUNITY

7. Report from Councillor

Councillor Au asked about a community member who contacted him regarding donating their lifetime collection to the library. What is our policy on those type of donations? Susan reported that this Board Policy will be reviewed in January. Wendy was recently contacted as well, and advised the person to have their collection professionally valued. Susan noted that we have a sizeable collection of rare materials that is not yet accessible, as it requires staffing and additional space. Adding to the special collection would be a challenge, but we recognized special collections may be valuable to our community. This is a complex question, balancing our priority role as a community library and what the library could grow to be to our community over the next decade.

Councillor Loo noted that the Minoru Seniors' Centre will be transformed for Arts programming for at least the next 10 years. Councillor Loo suggested that public use of the area will increase and there will be even more opportunity for things to happen and activities to take place in Brighthouse branch.

8. Report from the Friends of the Library

Debby Newton reported that she is the Chair, and introduced the new Vice Chair, Bonnie Walker. Debby reported that the Friends voted on the wish list at the November AGM and will be donating \$32,020 at the January meeting towards the wish list items.

9. Customer Comment Forms

(a) A summary of customer comments was included for information.

BOARD

10. Items for Decision and/or Discussion

(a) Draft 2018 Operating and Capital Budgets

- i. The Report to Committee was included. Susan presented to Finance Committee earlier this month. The 2018 public consultation focus is on library services and not facilities. Susan will look into the possibility of a meeting between Council and Board as part of this process. Susan clarified for Council that if our additional levels budget request for the book vending machine is approved, it will not replace full library service. However it can provide expanded service to the community in the Hamilton area on a short-term basis. Another additional level budget request for staff to significantly expand and develop Seniors services will be reviewed by Council as part of the Additional Levels Request process in December. Susan will be present at the Finance Committee and Council meetings to answer any questions Council may have.
- ii. An excerpt from the Finance Committee minutes of November 6th was included.

(b) 2018 Trustee Update

- i. An excerpt from minutes of Open Council meeting of November 14th was included.
 - ii. Susan confirmed letters to Caty Liu, Chaslynn Gillanders, Robin Leung, Jordan Oye and Arseniy Shchedrinskiy were received. She will contact Caty with the date of the first meeting in 2018 and to arrange orientation.
- (c) The 2017 Board Self-Evaluation Survey results were included. Susan Koch will pursue discussion after the meeting in a closed session, or at another time.
- (d) A 2017 Board Donation Suggestion was included. Shaneena noted there are two options for interested Board members – to support the collection through our Sponsor a Book program, or if unspecified, a contribution to build upon the Friends of the Library’s donation committed to refurbish the living room.
- (e) Suggested dates for 2018 Board Meeting were discussed. Meeting dates were changed to January 24th, February 21st, March 14th, April 18th and October 24th.
- (f) Three policies were reviewed:
- i. 3.2 Board meetings, updated to follow city’s policy for closed meetings.
 - ii. Policy 5.13 Facility Code of Conduct was added, based on the City’s policy. This policy identifies behaviours that we can be proactive about, and staff would benefit from a sign they can point to when dealing with the public. Susan noted she worked with City staff to customize our language and add our logo to the public Code of Conduct signage. Susan will share incident information with Minoru Park Facility management

for safety, security and wellbeing of all users of the facilities, as necessary.

Susan confirmed that there is ongoing staff training on a variety of issues, and mentoring with staff who have more experience dealing with difficult customers. We are also installing an improved security system at Brighthouse to support staff safety.

The Board asked about identifying banned visitors. Susan confirmed that if she deems the incident serious enough, then she will share a still image with other facilities. Such action depends on the seriousness of the issue, and for a full suspension the RCMP may be involved as well.

iii. 5.14 Facility Suspension Procedure

The Board noted that it is difficult to appeal a decision to the decision maker and suggested the terminology be changed from appeal to reconsideration.

Susan noted that if in doubt, she can and does consult with the city.

All proposed edits were accepted. A final version of the policies will be presented at the January meeting for final review and approval by the Board.

(g) The 2017 Audit Planning Letter was included for information

INTERLINK

11. InterLINK Report

Jordan reported that the InterLINK Board meeting was changed to next week and he will have an update in January.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Arseniy reported that he will resign from the BCLTA Board at the next AGM. Conference planning is underway. Some practical things are being done – website improvement and training program improvement deliver value to members.

(a) The November BCLTA Bulletin was provided on table.

STAFF OPERATIONS

13. Chief Librarian's Report

Susan reported that the Steveston community centre project is underway. Diane, Jordan, Shaneena and Susan represent the library on the Building Committee along with the Steveston Community Society and senior City staff. The Library Board are being invited to individual interviews with the architects for the first week of December.

The 2nd floor refresh project should be complete by April. During the project, this area must be closed off for a few weeks. While this will be disruptive, the renovation will be a major improvement to the 2nd floor.

(a) Susan's report on Workspaces and Technology Improvements, Staff Training and Development Investments was included.

14. Staff Reports with Brief Presentation

- (a) Seniors Services and Home Services.

The Board asked staff to reconsider promoting this service until additional staffing is in place. If there aren't enough resources to support expanding and developing this service, promising more than what can be delivered would be a disappointment to an audience who needs this service.

15. Staff Reports

- (a) Melanie Au reported on Children and Family Services.
(b) Kate Adams reported on Children and Family Services.
(c) Serena Griffin reported on Circulation and Merchandising.
(d) Shaneena Rahman reported on Collections.

The Board asked if there was a library card campaign in 2016? Shaneena noted that we have not done a card campaign before. This was our first real attempt to reach out for the purpose of gaining additional card registrations. Susan noted it might be better to look at other months, as October is library month and we do a lot of promotion then, but these additional cards were due to staff reaching out to families and customers.

The Board noted that a lot of effort went into getting additional 200 library card registrations, but the real story is that there were 1,731 connections made. The more important metric in this story is the connections.

- (e) Anne Bechard reported on Community Services.
(f) Cindy Ho reported on Digital Services.
(g) Ping He reported on Information Services.
(h) Mark Ellis reported on Information Technology.
(i) Stephanie Vokey reported on Marketing.
(j) Stephanie Vokey reported on Social Media Activity for August, September and October.
(k) Wendy Jang reported on Multicultural and Chinese Community Services.
(l) Bob McGall reported on Risk Management and Liability.

ITEMS FOR INFORMATION

16. A list of upcoming advocacy opportunities was included.
17. The Board Calendar work plan was provided for information.

OTHER BUSINESS

18. Susan and Susan attended the event on November 24th to donate toys for kids at the River Rock Casino.

Susan Koch thanked Simon Tang for his 8 years of service on the Board.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, January 24, 2018.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:20 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN S. Walter J.