
WEDNESDAY, FEBRUARY 21, 2018

Board Present:

Susan Koch, Chair
Diane Cousar
Traci Corr
Chaslynn Gillanders
Caty Liu
Alexa Loo, Alternate Council Representative
(arrived at 6:05)
Jordan Oye
Arseniy Shchedrinskiy

Susan Walters, Chief Librarian
and Secretary to the Board

Staff Present:

Anne Bechard
Cathy Gettel
Cindy Ho
Kate Adams
Lee Anne Smith
Mark Ellis
Melanie Au
Ping He
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library:

None

Guest:

Mr. Swim

Board Absent:

Robin Leung, Vice Chair
Linda McPhail, Council Representative

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 10(d), 10(e), 13(b) and 14(a) on table.

COUSAR/LIU.....CARRIED

BUSINESS SECTION

1. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of January 24, 2018 be approved as presented.

CORR/LIU.....CARRIED

4. Business Arising

None.

5. Correspondence

- (a) A letter dated January 31, 2018 from Richmond Community Foundation was included.
- (b) A letter dated February 6, 2018 from the Ben and Esther Dayson Charitable Foundation was included.
- (c) A letter dated February 14, 2018 to the Richmond Community Foundation acknowledging the distributable income was included.
- (d) A letter dated February 14, 2018 to the Ben and Esther Dayson Foundation acknowledging their donation was included.

EDUCATION SESSION**6. Education Session**

- (a) An outline of past and upcoming educational session topics was included.
- (b) Stephanie Vokey presented on Intellectual Freedom and Freedom to Read Week.

The library supports freedom to read with a balanced collection. Stephanie explained the most common reasons for a request for reconsideration include depiction of sexual content, swearing, violence, racism and racial sensitivity, religious content, sexual orientation, age inappropriateness, questionable values or morals. Materials with more graphic representations, such as graphic novels, manga, comics and DVDs are also challenged. Challenges can also be related to advances in technology and internet access.

Stephanie described the request for reconsideration (RFR) process:

- A committee of 3 librarians reads, views or listens to the challenged material; reads all reviews available; and submits a recommendation to the assigned Coordinator
- The Coordinator reviews the recommendation and drafts a response
- The Chief Librarian reviews all documentation and makes the final decisions, then sends a letter to the customer explaining the library's decision

When the material is reconsidered, the decision may be to:

- Remove the item from the collection,
- re-catalogue or move the item to a different area of the collection,
- buy more material to balance viewpoints, or
- retain the item in the collection as is

The Board asked if there has ever been an appeal of a decision? Susan noted not to her knowledge, which may be because we are transparent about the process. The customer may not always agree with the RFR decision, but they understand the process is thorough and accept our professional decision.

Do libraries share information about challenges? Susan noted that we share our annual RFR information as part of the Annual Challenges Survey of materials and services challenged in Canadian libraries. Now in its 11th iteration, the survey is conducted this year under the auspices of CFLA-FCAB. The survey creates a national snapshot of the nature and outcome of challenges to intellectual freedom in publicly-funded Canadian libraries. By documenting and reporting these incidents, Canadian libraries demonstrate their commitment to public accountability and institutional transparency.

There were no requests in 2016 or 2017, but a 2018 RFR for a Favourite Friends picture book, "Cinderella's Dream Wedding", had just been submitted. The results of the RFR process will be shared with the Board next February.

- (c) Requests for consideration from 1978 to 2017 were included.
- (d) Shaneena Rahman presented on the Collection Development Policy and Guideline.

Shaneena gave an overview of the collection policy, selection principles and selection criteria, which guide decision making. RPL is a popular reading library with a focus on ensuring access to high demand titles in various formats. We purchase multiple copies of in-demand titles, which ensures shorter wait times for readers of all ages. Members are encouraged to make purchase suggestions to ensure the collection meets the needs of the community.

RPL staff apply selection criteria in developing our Automatic Release Plans (ARPs) to guide our vendors. Shaneena reported that 87% of our 2017 circulation comes from print and physical items, or 2,281,238 circulations, while digital collections made up the remaining 13% or 332,910 circulations.

Shaneena described the budget for collections, which shows a trend of reducing print and physical media materials while increasing e-book and streaming content.

Due to changing demographics, emerging technologies and reading patterns, staff need to balance a number of factors to ensure RPL's collection is relevant for our community. Challenges include:

- a stretched budget for physical and digital collections,
- public expectations around wait times,
- limited shelf space,
- requests for multilingual material across formats,
- balancing simplified (generally mainland China) and traditional (generally Hong Kong and Taiwan) Chinese materials,
- when to remove physical collections that are of low demand,
- reducing collections which have become more popular in other formats (streaming)
- reducing or replacing placing physical collections with digital versions (cookbooks, auto manuals, etc.), and
- specialized collections to serve a growing senior population

Space is currently our biggest challenge. Circulation may be beginning to stabilize and the size of our physical collection has decreased, but the decline in circulation means that more of our collection is on our shelves than in the hands of our community. When new material arrives, older material needs to be reviewed and removed. Larger facilities would support more accessible shelving to grow areas of the collection, including popular reads, multilingual materials, specialized collections for seniors and materials to support children and families.

The Board asked if we were prepared for challenges in other languages. Susan noted we have staff with language skills and could always enlist the assistance of a library colleague or community partner. We try to ensure that our language collections are represented by corresponding staff skills, however sometimes collections are supported by community contacts. Shaneena noted our Russian collection was donated by the community to meet demand based on partner programming and that we had a connection to a community member who reviewed the donated material to ensure it was suitable.

The Board asked if we have a target percentage of print to digital? Susan noted that at this time staff review holds for demand on popular material and add additional print and/or digital copies quickly. Staff are working to apply a more critical lens by reviewing reports from our Decision Centre program and those generated by our digital vendor platforms.

(Alexa Loo arrived 6:05.)

COMMUNITY

7. Report from Councillor

Councillor McPhail's written report was included.

Councillor Loo reported that the new facility in Steveston will co-locate with a library. All library services are valuable and we want to keep them in Steveston. Susan noted that an unofficial

estimate of over 350 community members came through the Steveston open house and a library has been identified as a priority for the community.

Susan Koch reminded all Trustees to sign up at Let's Talk Richmond and take the survey "A New Steveston Community Centre".

8. Report from the Friends of the Library

No report.

9. Customer Comment Forms

A summary of customer comments was included for information.

BOARD

10. Items for Decision and/or Discussion

(a) Provincial Grant Report

Stephanie reported the item is something we have to provide to the province every year. The Board noted that the list of challenges is very useful for advocacy.

(b) Board Policies:

- i. A revised Table of Contents was provided.
- ii. 3.5 Trustee Recruitment. Revised to include Board Skills, Strengths and Diversity Matrix.

MOVED: That policy 3.5 be approved as presented.

OYE/SHCHEDRINSKIY.....CARRIED

(c) 2018 Conference attendance update was included. Susan Koch noted that if anyone is interested in ALA in New Orleans we should register quickly to ensure accommodations.

(d) Board photo date/time must be changed. Cathy will poll the Board and set booking asap. Board indicated they would prefer 6 pm or later on Wednesday evenings.

(e) 2018 Appointment of Representatives and Committees. Susan Koch appointed Traci Corr to InterLINK and Jordan as alternate. Appointments to BCLTA will be done in March.

INTERLINK

11. InterLINK Report

Jordan indicated the next meeting is February 27th.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Arseny reported that the association is looking for a treasurer.

(a) Mark your calendars for May 12th was included.

STAFF OPERATIONS

13. Chief Librarian's Report

(a) The 2019-2021 Strategic Planning update was included. The short in-person survey was completed successfully on February 8 and 10.

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- (b) Long survey questions were provided on-table. Staff will send this survey on March 1st to about 51,000 people active in the last year. It has been translated into Chinese and beta tested.

Susan noted the branded image for this project. The next steps are focus groups, engaging a facilitator for the mission and visioning workshop, selecting dates for a meeting with Mayor and Council, and soliciting interest from staff for participation on the strategic planning committee.

Mark noted that the survey is being sent to customers 14 or over. Staff will add something to have them self-identify as being over 14 and that we have consent to use the data.

14. Staff Reports with Brief Presentation

- (a) OLA Super Conference Action Plan was provided on table.

Kate, Ping and Cindy thanked the library for sending them and spoke to their experiences at the largest library conference in Canada in January. Conference sessions and networking with Canadian library professionals were valuable learning experiences.

Staff will submit proposals to present at the 2019 conference.

15. Staff Reports

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services.
- (c) Kate Adams reported on Kids' Place.
- (d) Serena Griffin reported on Circulation and Merchandising. Card replacement fee.

Susan noted that in 2011 we introduced the key fob card, with the assumption that customers would not lose both the fob and the large card. To strengthen the value of all a library card provides, staff feel that it is time to introduce a replacement fee. Staff will always consider replacing library cards free of charge, especially in hardship cases.

The Board asked if customers can use the library without a card? Staff noted that yes, customers can use a memorized card number, or the card can be added to a cell phone app, or linked to another system's library card using the One Card service. Staff don't feel a replacement fee will be either a large barrier, or cause a large line up at the desk, while recognizing that at our core we are about free access. Susan noted she has talked with the City about their plans for one access card for all city services (aquatics, community centres) to include library services, but that initiative may take some time to implement.

- (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) Wendy Jang reported on Multicultural and Chinese Community Services.

ITEMS FOR INFORMATION

16. A list of upcoming advocacy opportunities was included for information. Susan noted invitations are events where trustees will have the opportunity to advocate, meet with City Councillors and other community members.

Four staff will take part in the Coldest Night of the Year event on February 24th. The Board is invited to show support by sponsoring one of the walkers, if they cannot personally attend. Jordan noted he can attend the modular housing information session on February 28th. Diane offered to attend the Tech Buddies luncheon. Caty noted she can attend the Volunteer Appreciation event on April 17th. Arseniy agreed to be an alternate.

- 17. The Board Calendar work plan was provided for information.

OTHER BUSINESS

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, March 14, 2018.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:05 p.m.

CHAIR Susan L Koeh

CHIEF LIBRARIAN Swalter