
WEDNESDAY, OCTOBER 24, 2018

Board Present:

Susan Koch, Chair
Linda McPhail, Council
Representative
Caty Liu
Chaslynn Gillanders
Diane Cousar
Traci Corr

Susan Walters, Chief Librarian
and Secretary to the Board

Absent:

Robin Leung, Vice Chair
Jordan Oye

Staff Present:

Anne Bechard
Catherine Lindsay
Christi Hrabowsky
Iris Lee
Kristen Lemay
Lee Anne Smith
Mark Ellis
Melanie Au
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library:

Debby Newton

Guest:

None

1. Call to Order

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

S. Koch opened the meeting by congratulating Councillor L. McPhail on her re-election to the Richmond City Council.

S. Walters welcomed S. Rahman and A. Bechard into their new positions as Manager of Customer Experience and Manager of Community Engagement. She also informed the Board that the position of Manager of Finance and Facilities has been hired and will begin in November.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

CORR/COUSARCARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of September 26, 2018 be approved as presented.

CORR/LIUCARRIED

4. Business Arising

None

5. Correspondence

- (a) Thank you letter from the BC Thanksgiving Food Drive
- (b) RPL advocacy letter to the Centre for Equitable Library Access (CELA)

EDUCATION SESSION

6. Education Session

- (a) An outline of past and upcoming educational session topics was included.

(b) Community Volunteer Program (Lee Anne Smith)

L. Smith gave a presentation on community volunteer engagement, highlighting the volunteer management cycle and the library's volunteer goals that meet goals noted in the City of Richmond's Volunteer Management Strategy Plan for 2018-2021. Library goals include developing deeper relationships between our volunteers and the library, making better use of their skillsets including linguistic, technology, and art skills, and looking at ways to better support them and demonstrate our appreciation. There was a Board discussion on the challenges of volunteer retention and recruitment such as the changing availability of students, neighborhood capacities, work place parameters, and volunteer expectations as well as competition among local organizations particularly at certain times of the year for attracting volunteers and the complexity of the application process at times.

COMMUNITY

7. Report from Councillor

Councillor McPhail reported that October 22 was the last Council meeting with the current Council. November 5 is the inaugural meeting of the new Council where the Mayor will announce the 2019 Council liaisons to advisory boards, including the Library Board.

8. Report from the Friends of the Library

D. Newton reminded the Board that the FOL annual general meeting will take place on Saturday, November 24 at 10:00am in the Library boardroom. The wish list for 2019 and fund account status report were presented.

9. Customer Comment Forms

A summary of customer comments was included for information.

BOARD

10. Items for Decision and/or Discussion

(a) Strategic Plan – Final Review and Final Report

S. Walters shared the final draft strategic plan for 2019-2021 with the Board and asked for feedback on the content and visual presentation. The one-page version of the plan will be presented to all staff in November info-sessions and department workshops to solicit staff feedback on work plan projects are scheduled to take place before the end of the year. A public facing strategic plan publication will be presented at the November board meeting and then shared with the City and our community.

(b) Draft 2018 Board Self Evaluation Survey

S. Walters asked the Board for feedback on the existing survey questions and if they should be updated. There was a discussion on what questions and qualitative vs quantitative results the Board will find of most value in order to assist them with being the most effective in their role as library trustees. Based on this feedback, it was agreed that the survey would have some revisions and be sent out early next week.

(c) Scheduling Date for Chief Librarian's Performance Review

The format and date for the Chief Librarian's review was discussed and a date will be set pending the schedule of the Board members. S. Koch will share the questions and format from 2017 with I. Lee.

(d) Q3 Operating Statement

S. Walters reviewed the third quarter operating statement with the Board. Of note were the presentation differences on subscription costs with the library's statement and the City's. There are still some event costs that have not come in yet. The largest cost still to come before year-end, pending project approval at the November meeting will be for upgrades to both staff and public computers. This project requires a commitment to replace all computer equipment at relatively the same time. The public computer component of the project will require significant surplus funding support. There is also some furniture for the Kwok Chu Lee Living Room that is on order but will not appear in the statements until it arrives before the end of the year. S. Walters expects that we will come in on budget overall and have a small surplus at year end.

INTERLINK

11. InterLINK Report

No report

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

No report

STAFF OPERATIONS

13. Chief Librarian's Report

(a) Update from Fall CULC Meeting

S. Walters reported on the Canadian Urban Library's Council (CULC) meeting that she recently attended in Calgary. The meeting was held at the new Central branch, which is an architectural wonder that incorporates service design excellence, highlighting what a modern library can be to its community. The Council also discussed Canadian library challenges acquiring eContent and moving to align ourselves with the Urban Library Council in the USA so that we have a stronger collective voice than we do in Canada alone. Developing new metrics to better tell the story of a 21st Century library was another topic of interest. A review of key performance indicators (KPIs) and a provincial initiative in Ontario will be further discussed by the Council for national application.

(b) OLA Super Conference (Toronto) – January 30-February 2, 2019

S. Walters informed the Board that the staff attending this year will be Ariana Galeano, Anna Piccolo, and Kristen Lemay from the staff action team on the strategic plan. She asked that if any Board members would like to attend to let her know in order to take advantage of the early bird pricing.

14. Management Reports

(a) Human Resources

I. Lee provided a report on Human Resources for the month.

(b) Information Technology

M. Ellis reported that the City is undergoing an audit of their payment card processing systems in order to increase the security of credit card transactions. As the library is linked with the City's systems, this will likely result in some upgrades to our systems in order to be compliant. The IT department will also be looking at providing some training to staff to help them recognize when security systems are being compromised.

15. Staff Reports with Brief Presentations:

(a) Summer Reading with Your Library 2018 (*Lee Anne Smith and Melanie Au*)

A video presentation was shared with the Board showing the highlights of the program this past summer. L. Smith spoke to the collective staff effort that is required to deliver such a large system-wide program. M. Au presented some statistics on the huge success of the event and acknowledged the donation from RBC. She added that the library is hoping to partner with the school financial literacy program that RBC supports and is working to strengthen our relationship with the Richmond School District.

16. Operations Reports

- (a) L. Smith reported on Adult Programming
- (b) M. Au reported on Children and Family Services
- (c) S. Griffin reported on Circulation and Merchandising
- (d) S. Rahman reported on Collections
- (e) A. Bechard reported on Community Services
- (f) A. Bechard reported on the Hamilton Community Centre
- (g) C. Ho reported on Digital Services
- (h) P. He reported on Information Services
- (i) A. Chi reported on Information Technology
- (j) K. Adams reported on Kids' Place
- (k) S. Vokey reported on Marketing and Public Relations
- (l) S. Vokey reported on Social Media Activity for Q3
- (m) W. Jang reported on Multicultural and Chinese Community Services
- (n) C. Lindsay reported on Seniors Services

ITEMS FOR INFORMATION

17. A list of events and conferences was included.

A. Bechard provided some details on the Stuff the Police Cruiser event taking place on November 17 and the River Rock Hotel Christmas Toy drive on November 24. The library will be participating in both events again this year. C. Hrabowsky will send a reminder to the Library Board regarding donations for toys.

18. The Board Calendar and Work Plan were included.

OTHER BUSINESS

None

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, November 28, 2018.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:17pm.

CORR/LIU..... CARRIED

CHAIR Susan L. Koch

CHIEF LIBRARIAN Swalle D.