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**WEDNESDAY, APRIL 29, 2020**

**5:30 - 7:30pm**

Meeting held via video/teleconference

**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  
Christi Hrabowsky  
Iris Lee  
Mark Ellis  
Shaneena Rahman  
Victor Lai

**Friends of the Library:**

Bonnie Walker  
Elaine Tsi

Susan Walters, Chief Librarian and  
Secretary to the Board

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**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.

Gillanders/Lemon.....CARRIED

**3. Business Section**

(a) In order to facilitate participation in board meetings due to the extraordinary circumstances of COVID-19, the Board discussed suspending Board Policy 3.2.1.1 for a period of up to six (6) months in order to allow board members to attend more than three board meetings per year via video or teleconferencing means.

MOVED: THAT, The Richmond Public Library Board agrees to suspend Board Policy 3.2.1.1 up to a period of six (6) months beginning April 29, 2020 in order to allow board members and guests to attend board meetings via electronic means and retain full participation rights and voting privileges.

Liu/Hui.....CARRIED

(b) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of March 25, 2020 be approved as presented.

Gillanders/Oye.....CARRIED

(c) Correspondence Included for Information:

- (i) Letter from Ministry of Education - Libraries Branch re: 2020 provincial grants received
- (ii) Letter to Ministry of Education - Libraries Branch re: grant thank you
- (iii) Letter from Ministry of Education - Libraries Branch re: one-time provincial grant received
- (iv) Letter to Ministry of Education - Libraries Branch re: one-time grant thank you
- (v) Letter to the Ben and Esther Dayson Foundation re: donation thank you

S. Walters noted that the one-time provincial grant that the library received is to enhance technology initiatives and is part of \$1.2 million in funding to public libraries. Another \$1.8 million was provided to the BC Libraries Co-op from the BC Ministry of Education to support electronic resource licensing and to help expand digital collections. The Co-op will use some of these funds to support the summer reading club in an online platform this year.

S. Walters acknowledged the recent donation from the Ben and Esther Dayson Charitable Foundation noting that the library is very appreciative to receive this especially given these extraordinary times with COVID-19. S. Rahman will be ensuring digital collections featuring Jewish authors are enhanced in addition to reaching out to community partners to discuss the possibility of online programs.

- (d) Business Arising  
None

#### 4. Community

(a) Councillor's Report

Councillor McPhail provided a report with links to the latest news from the City on COVID-19, and the #RichmondHasHeart Community Spirit Campaign which was developed to bring residents, businesses, and stakeholders together to support those working to fight the pandemic. Among other measures to assist residents in Richmond, Council has agreed to further extend the property tax payment due date to September 30.

She noted that RPL's financial statements for 2019 will be presented to the City's Finance Committee for approval on May 4.

(b) Summary of Customer Comments

A summary of customer comments was included for information. Staff are receiving many enquiries and positive comments from the community and the new eservices library card has registered over 400 new patrons since its inception in the last two months.

#### 5. Board

(a) Statement of Financial Operations Report

The Statement of Operations (SOFI) report was provided to the Board by V. Lai. This report is submitted both to the City and to the Ministry Education each year to comply with the BC Financial Information Act.

#### 6. Standing Items

(a) Roundtable Discussion

D. Hui, D. Hawthorne, and T. Corr attended the BCLTA Governance Virtual Meet-up on April 18. The Board attendees found the session valuable, enjoyed interacting with other trustees and look forward to attending more sessions as they arise.

L. McPhail added that she attended the Grand Plie virtual event with the Cultural Centre to celebrate International Dance Day. She encouraged the Board to check out the many online programs that are available to the community by the other community associations in Richmond such as the Cultural Centre and the Richmond Oval.

**(b) InterLINK Report**

T. Corr reported on the recent InterLINK meeting where the 2019 InterLINK Financial Statements were approved, (see Agenda item 9(a)). The skills inventory survey results were also discussed and the areas of truth and reconciliation and working with local government were identified as priorities to focus on for the coming year.

**(c) BCLTA Report**

C. Liu provided a report on recent activities that the BCLTA is working on including the rescheduling of the AGM, providing customized governance workshops, and developing a list-serve to BC public library board chairs who want to connect and collaborate with other board chairs. She noted that two interviews are scheduled shortly for the executive director position and she is on the hiring panel.

**7. Chief Librarian's Report****(a) Memorandum to City of Richmond Mayor and Council re: COVID-19 library services and workforce resources.**

S. Walters provided a copy of a memo that she submitted to Mayor and Council providing them with information on how the library's services and workforce resources have shifted due to COVID-19. Highlights of the memo included: the library's initiative in collaborating with a local supplier deploying our 3D printers to provide and face shields to front-line medical workers, the measures that have been put in place to provide a safe working environment for staff who have returned to the workplace, and ensuring that those who are working remotely are connected with their teams.

While people in the community have been enjoying using the library's digital services, re-introducing holds pick-up and book returns is a priority as many still prefer or require access to physical books. Plans are being developed to provide this service curbside, following provincial health guidelines and in alignment with the City.

S. Walters thanked the Board and noted the importance of having their support for the measures that are in place to keep operations running as smoothly as possible during these extraordinary times.

**8. Operations****Management Reports Included:****(a) Covid-19 Update**

S. Walters noted that this report is prepared by the management team and provides highlights of the library's activities in each service area.

The library continues to offer numerous core programs virtually and is engaging with community members of all ages. The programs are being well received and participation is noteworthy. RPL's volunteers continue to assist with enhancing community partner programs which support literacy and English Language Learning.

Customer service plans continue to evolve and staff have prioritized responding to enquiries and requests from customers. Plans are underway to implement curbside holds pick-ups and returns as part of a phased approach to a gradual re-opening of services in conjunction with the City and provincial health authority guidelines.

As human resources moves forward with our 30-60-90-day plans, the focus will be on our retained employees to ensure that there is continued meaningful work for them, which includes ongoing

programs and services, new programs and services (within the restrictions as per our Public Health Officer), as well as various projects that may have taken more time to complete had we been open to the public.

The IT department is facilitating the library's remote work capabilities for staff and deploying various connectivity platforms such as Zoom and Cisco Webex. As well, the RFID conversion project is underway with tagging and staff training continuing.

The Board was provided with a projected snapshot of the 2020 statement of operations with the impact of the library's closure and subsequent revenue shortfalls due to COVID-19. As the timelines and landscape for re-opening are in flux, it is difficult to predict accurately at this time what operations will look like as we approach the fall. However, it is anticipated that any re-opening costs can be accommodated by the current budget.

**9. Items Included for Information**

(a) 2019 InterLINK Audited Financial Statements

**10. Other Business**

Friends of the Library Report (This item was added to the agenda at the meeting)

B. Walker reported that the FOL is still meeting virtually each month, but book sales have been cancelled for the foreseeable future due to COVID-19. The FOL has a very large overflow of books on hand and storage is at capacity. S. Walters offered to support the FOL in notifying donors that they cannot accept any more materials via the library's social media channels.

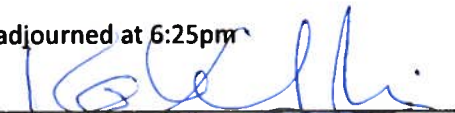
**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, May 27, 2020 at 5:30pm.**

**ADJOURNMENT**

There being no further business, the Chair declared the meeting adjourned at 6:25pm.

CHAIR



CHIEF LIBRARIAN

