

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, April 2, 2014

Present: Simon Tang, Vice Chair
Mark Bostwick
Kash Chahal
Diane Cousar
Susan Koch
Robin Leung
Pat Watson

Greg Buss, Chief Librarian and Secretary to the Board
Susan Walters, Deputy Chief Librarian

Regrets: Peter Kafka, Chair
Councillor Linda Barnes

ACTION

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

2. Approval of Agenda
MOVED: That the agenda be approved as presented.
BOSTWICK/WATSON.....CARRIED

3. Educational Session
 - (a) An outline of educational topics was included for information.
 - (b) Susan Walters provided a description of the library's collection development process. The library is committed to meeting the reading and informational needs of the community. The result of the library's commitment to multiple copies of material in demand is the highest per capita use in Canada compared with our peers.

Staff play a key role in purchasing, cataloguing, shelving and weeding the collection, sharing customer feedback and providing personal suggestions to keep our collection relevant to our community. Items that are not being used by the community and do not support our greater collection are removed and sent to the Friends of the Library for their book sales.

The physical and digital collection includes books, audiobooks, magazines, newspapers and music – in both formats. Automatic Release Plan (ARPs) ensure multiple copies of high demand materials arrive shelf ready allowing staff to focus on building specific collections and responding to community requests. Staff review ARPs annually and can make changes easily.

The excessive holds list identifies titles with multiple holds so that staff can address the issue quickly. We try to maintain a 4:1 ratio and as soon as there are 4 or more holds on a title staff can decide to order more. The holds ratio is 3:1 for digital material, given increased demand. Digital material has a much higher price tag, so

ACTION

shifting to this format requires frequent review and capped spending on both physical and digital material.

The Board asked how long it takes to get material and Susan noted that there is no simple answer. It can take as little as a few days, or weeks depending on the vendors' stock. If the title is just published, we get our order as soon as possible. If the title is already published we can order more – 7 to 14 days to receive such an order is normal, quicker if we also call the vendor. When necessary, staff will go to a local bookstore to pick up additional copies. The Board asked what we do if an author has previous titles. Susan noted that staff will look at that too, and we can interlibrary loan titles if the author has several in print as it's not always possible to have every title an author has published due to space constraints.

The Board asked Susan to explain the digital vendor Overdrive.

The Board asked if self-publishers try to sell ebooks directly to us. Susan indicated that yes they do, but the platform can be a problem. The ebook must be readable on Kobo, Kindle, and other e-readers. Susan also noted that we will be able to offer to publish a PDF on our Create and Learn platform.

Susan explained the customer purchase suggestion process and how customers can use the online form to make a suggestion. Staff review suggestions and purchase whenever possible, but direct patron acquisition is not always possible. Susan noted that we tracked purchases based on community purchase suggestions in 2013 and spent approximately \$40,000 in this category. We intend to stay true to our multiple copy philosophy as we know that books matter to this community.

The Board thanked staff for the ongoing work they do in collection development.

BUSINESS SECTION4. Approval of Minutes

MOVED: That the minutes of the special meeting of March 11, 2014 be approved as presented.

BOSTWICK/LEUNG.....CARRIED

5. Business Arising

None

6. Correspondence

None

COMMUNITY7. Report from Councillor Barnes

None.

8. Report from the Friends of the Library

Alison Cormack reported that the mini sales in February and March earned about \$1,400 and the big sale is coming up on April 12 and 13 at Thompson Community Centre. The friends recently donated book club set in memory of a former member. They recently donated kids' books to Blundell Elementary for an event where

ACTION

students got to pick a bag of books for \$2. Lower income kids were given a bag. They hope to take part in this event again next year.

STAFF OPERATIONS**9. Chief Librarian Verbal Report**

Greg reported that he had been appointed to the leadership advisory committee created in association with the University of Toronto library school. Students from the school will visit the west coast soon. The Board asked if this group will learn about working with Boards. Greg noted he will investigate adding this suggestion to the students' agenda.

On a similar topic, Greg confirmed he will be part of a panel at the upcoming CLA conference in Victoria entitled *LIS Education in Canada: New Directions, New Opportunities*.

10. Program Reports

- (a) A report on Large Event Programming February to April 2014 was included.
- (b) A report on the Richmond Children's Art Festival was included.
- (c) A report on Freedom to Read Week Events was included. Shelley thanked Susan Koch for being one of the judges at the February 22nd debate event. Shelley briefly described the process for dealing with challenged books and displayed the 5 items challenged in 2013.
- (d) A report on TED 2014 Conference was included. Lee Anne reported that the event has been archived and can be replayed for the next six months.
- (e) A report on the 3D Printing Demonstration was presented on table. Shaneena reported that we expect to have received and installed the recommended 3D printers by June. Some will be installed in the same space used for the demonstration and one will travel between branches.

11. Project Reports

- (a) A report on compact shelving installation was included. The Board suggested signage on the glass doors at the entrance to special collections to explain what this collection is. Greg noted that an evaluation of the 2013 donation is in process and we will meet the deadline for Audited Statement production. Greg offered a tour of the special collections area and demonstration of compact shelving immediately after the meeting.
- (b) A report on public access computer upgrades was included. Mark Ellis reported that all public access computers have been replaced and this project is complete.
- (c) A report on city relations and Internet connectivity was included. Mark Ellis reported on a recent meeting with the new IT Director at the City and his senior staff to discuss cooperative wireless network expansion and merging internet access. The library will be included in an upcoming City RFP process.

12. Customer Comment Forms

Simon noted that the customer comment forms were on table for review.

(a) Summary of Comments

A summary of comments was included for information.

ACTIONINTERLINK13. InterLINK Report

- (a) A schedule of upcoming InterLINK Board meetings was included.
- (b) The InterLINK 2014 budget was included. Mark Bostwick requested the Board's approval that he votes in favour of the presented budget, and approval was given. Mark noted that InterLINK is moving toward a new and more efficient Interlibrary Loan system. Greg noted that the Administrator's Group discussed ILL and sent the issue back to Michael Burris for more information.

Mark reported that the next meeting is on April 8th. Susan Koch confirmed that she will be the InterLINK alternate and is not available for the upcoming orientation session. Mark Bostwick noted that orientation material will be available digitally.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION14. British Columbia Library Trustees Association

- (a) No report.

BOARD15. Items for Decision/Discussion

- (a) Long Range and Strategic Planning Update
 - i. Status Report #15 was included for information. Greg reported that he and Susan will be meeting with Senior Management Team (SMT) on April 8th with Gary and Oliver from IBI. Once that meeting is complete they will be better able to establish how and when the final strategic plan will be presented to Council. Greg noted that Linda had updated Mayor and Council by email.
 - ii. A report on three upcoming proof-of-concept services was included. Susan noted the anticipated launch dates for the Community Bulletin service is June 4, the eServices Hub is June 11 and the Launch Pad service is June 18, 2014.
 - iii. An update on the work plan was included. The Board asked for an explanation of the timelines short, medium, long. Greg noted that the page provided is just the first page of the plan, and the timeline references come from the strategic plan and are terminology used by IBI. As the work plan grows and changes, all timelines will be firmed up to indicate years, quarters, weeks, and days.
- (b) Richmond Community Foundation.
 - i. A letter from the Richmond Community Foundation was included.
 - ii. A letter from Richmond Community Foundation enclosing the 2013 disbursement was included.
 - iii. A letter to Richmond Community Foundation acknowledging the 2013 disbursement and enclosing \$5,000 from the Friends of the Library was included.

MOVED: That the 2013 Disbursable Investment Income of \$1,502.77 be spent on a table, seating and/or equipment for eServices Hub.

BOSTWICK/WATSON.....CARRIED

16. Items for Information

- (a) Email from the Libraries Branch describing the new organizational structure in the Ministry of Education was included.
- (b) The 2013 Provincial Library Grants Report to Libraries and Literacy was included. This report describes how the library's goals and key programs connect with

ACTION

government priorities.

- (c) The 2014 Freedom to Read Information Package was enclosed.
- (d) Written PLA conference reports from Peter and Simon were presented on table.
- (e) A notice of the special public hearing for the Hamilton Area Plan was included.
 - i. Minutes of the February 25, 2014 special public hearing were included.
 - ii. A media report from *The Richmond Review* dated March 12, 2014 was included.

Greg noted that there may be support for a library branch in Hamilton in several years, when development grows the community to a sufficient level.

- (f) A Report to Committee on the application by Onni Development to rezone the development area to commercial use was included. City staff supported the rezoning but can't recommend a library branch be included as there is no money for operating costs. Council would be able to make that decision.
- (g) The electronic edition of *Feliciter* will be posted to the Board Blog when available.
- (h) The Board Calendar and Work Plan were provided for information.

17. Other Business

A reminder of the upcoming staff recognition event on April 16th was provided on table. All Board were invited to attend.

18. Date of Next Meeting

The next Board meeting will be **Wednesday, April 30, 2014 at 5:30 p.m.**

20. Adjournment

There being no further business, the Vice Chair declared the meeting adjourned at 7:30 p.m.

VICE CHAIR



CHIEF LIBRARIAN

