

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, January 29, 2014**

Present: Peter Kafka, Chair  
Simon Tang, Vice Chair  
Councillor Linda Barnes  
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

**BUSINESS SECTION**

1. Call to Order

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

Peter introduced and welcomed our newest trustees, Kash Chahal and Robin Leung.

2. Approval of Agenda

MOVED: That the agenda be amended to move item 10 to follow item 3.

.....CARRIED

3. Election of 2014 Chair and Vice Chair

Peter passed the gavel to Greg, who indicated that Peter Kafka had accepted nomination for the position of 2014 Chair. Greg called for further nominations and as there were none, Peter was acclaimed. Greg passed the gavel to Peter.

Peter indicated that Simon Tang had accepted nomination for the position of 2014 Vice Chair. Peter called for further nominations and as there were none, Simon was acclaimed.

10. Report from the Friends of the Library

Alison Cormack, 2014 Chair of the Friends of the Library, was joined by Moreah Sinclair, Past Publicity Director, Benoit Yuen, Publicity Director, and Diane Hartley, Treasurer, in presenting a cheque for \$20,000 to Peter to support the purchase of 2014 wish list items including a donation to the Richmond Community Foundation Fund and the Kids' Place furniture and collections

Alison noted that the primary focus of the Friends is multiple book sales throughout the year. The next mini sales are February 15<sup>th</sup>, and March 22<sup>nd</sup>, followed by the large sale on April 12<sup>th</sup> and 13<sup>th</sup>.

**ACTION**

**BUSINESS SECTION****ACTION**

Greg thanked the Friends for their help with our public survey.

Linda asked how the donations at the works yard are progressing and Alison responded that the Friends are getting 5 to 10 boxes of good quality donations weekly. Linda noted that not every city library has a Friends society and we are very lucky to have had their dedicated support over the past 43 years.

4. Appointment of 2014 Committees and Representatives

Mark Bostwick was appointed as the InterLINK representative, Peter Kafka was appointed as the BCLTA representative and Susan Koch was appointed to the Audit Committee. An InterLINK alternate is required. Any trustee interested in the position should let Peter know.

BOARD:  
InterLINK  
alternate to  
be appointed.

5. Educational Session

- (a) An outline of educational topics was included for information.
- (b) Mark Ellis presented highlights of the Information Technology Department Strategic Plan.

The Board asked if core services have been moved to the cloud, and if so what benefits are expected. Mark responded that we use a variety of cloud applications such as Microsoft Exchange Online for email and ScheduleSource for staff scheduling and evaluate the benefits of additional ones on a case by case basis. The main benefits we realize are reduced cost; the elimination of locally maintained software and hardware, and reliance on deeper outside expertise. Moving to cloud based services is not in itself a goal, but rather a means to achieve other goals such as improved services and cost reduction.

The Board noted that at the stakeholder meeting last year they heard from others that sometimes our services are unreliable. They specifically asked about the reserve system for the DVD dispenser. Mark Ellis and Susan Walters explained the differences in how the holds are managed between the dispensers and the Virtua catalogue as well as why dispenser copies of popular movies become available weeks early than those available for queued holds on the Virtua catalogue

The Board asked about City staff relations and asked to be updated on how well the relationship works. Greg noted that he has a meeting set for this week with Grant Fengstad, the new City IT Director. Councillor Barnes expressed an interest in hearing how that relationship evolves.

The Board asked for future planning—what does IT service in 5 years look like. Mark responded that IT is working toward improved reliability and consistency in the near term and expanded Wi-Fi and better integration of all eServices in the longer term. Our various online subscription services each have their own interface. The goal of integration is to provide a uniform interface for all of them.

The Board asked if there is a leader in BC public libraries. Mark noted that there is no standout leader, but that different libraries lead in different areas. We are ahead in some areas such as pre-school iPads, for example, and behind in others such as RFID.

STAFF:  
report back in  
Q2.

**BUSINESS SECTION****ACTION**

The Board asked about risks and sustainability. Mark noted that the new Wi-Fi should last about 3 to 5 years. In some cases technology gets cheaper allowing it to be sustained at a lower future cost, but that's not true for everything.

The Board asked if the IT plan could be reviewed quarterly to which Mark responded in the affirmative—pointing out that quarterly goals have already been established in the work plan.

6. Approval of Minutes

MOVED: That the minutes of the regular meeting of November 27, 2013 be approved as presented.

BOSTWICK/COUSAR.....CARRIED

MOVED: That the minutes of the special meeting of December 12, 2013 be approved as presented.

WATSON/COUSAR.....CARRIED

MOVED: That the minutes of the closed meeting of December 12, 2013 be approved as presented.

WATSON/KOCH.....CARRIED

7. Business Arising

(a) None.

8. Correspondence

(a) Letters dated December 3, 2013 to Mark Bostwick, Peter Kafka and Simon Tang reappointing them to two-year terms ending December 31, 2015 were included for information.

(b) Letters dated December 3, 2013 to Kash Chahal and Robin Leung appointing them to two-year terms ending December 31, 2015 were included for information.

(c) Letter dated December 11, 2013 to Linda Barnes appointing her to a one-year term as Council Representative was included for information.

**COMMUNITY**9. Report from Councillor Barnes

Linda reported that the lease for Cambie Branch will be coming back with a longer lease period. The Community Energy and Emissions Plan was recently adopted by City Council. Linda will forward to Greg to distribute.

**ACTION**

STAFF: Post link to CEEP on Board Blog

**STAFF OPERATIONS****ACTION**11. Program Reports

(a) A report on Large Event Programming was included for information. Current large events include Chinese New Year, Family Literacy Week, the Children's Art Festival, Go Digital @yourlibrary: Live Demonstrations and a week-long display at City Hall to celebrate Freedom to Read Week.

12. Project Reports

**STAFF OPERATIONS****ACTION**

- (a) A report on the NewToBC Libraries Grant: Settlement Stories was included for information. Lee Anne Smith described the project which will publish settlement stories and include them in our catalogue using the community content software, Create & Learn.
- (b) A report on eVideo services was included for information. Kat Lucas described Hoopla, the streaming video, music and audiobook service. Response has been good, even though our current selection is limited but improving. We were the first library in BC to use Hoopla. Cost per usage varies from 99¢ to \$2.99. Customers are happy to be able to access an entire album instead of the three song limit on our previous service, Freegal, which has been discontinued. Hoopla is available to Richmond residents only.

The Board asked about Safari books which can be read but not downloaded. Kat explained that the Safari service does not have download capability.

**13. 4<sup>th</sup> Quarter 2013 Reports**

- (a) A report on Human Resources activity for the past year was included for information. The year saw normal activity and turnover below average.
- (b) Greg noted the 2013 statistics package included is a small portion of the stats we produce. New metrics are in development. The Board asked if Hamilton stats on the map can be more distinctly broken down instead of included in the larger postal code. The Board asked about comparative statistics with other libraries and Greg indicated those will be brought forward to an upcoming Board meeting.

STAFF:  
Include comparative statistics

**14. Customer Comment Forms**

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

**(a) Summary of Comments**

The summary of comments is included for information.

**INTERLINK****ACTION****15. InterLINK Report**

- (a) A summary of the November 26, 2013 InterLINK Board meeting was provided for information.

Mark reported that the next meeting is in February.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION****ACTION****16. British Columbia Library Trustees Association**

- (a) The BCLTA Bulletin January 2014 was included and provided on the Board blog. Greg noted the Bulletin reported on the library's CIIF grant.

**BOARD****ACTION****17. Items for Decision/Discussion**

- (a) Long Range and Strategic Planning Update
  - i. Status Report #12 was included for information. The final IBI meeting is set for Wednesday, February 12<sup>th</sup> at which the Board will approve the final strategic plan report and final invoice.
  - ii. A memo to the City's Senior Management Team (SMT) was included for information. This memo explains to SMT where we are in the process and that

IBI Group:  
Present final plan.

**BOARD**

where there is little or no money required we are moving ahead to implement new library services. We are doing proof-of-concept service trials to determine how the public receives the services. Where money will be required is in new buildings. The next step is the consultants presentation to Parks & Recreation Committee near the end of February. Linda asked for as many Board and Friends as possible to attend that meeting.

- (b) Freedom to Read Week will be Sunday, February 23 to Saturday, March 1, 2014.
- i. A request to Mayor Brodie for a proclamation naming this week was included.

MOVED: That the Richmond Public Library Board request Mayor Brodie proclaim February 23 to March 1, 2014 "Freedom to Read Week" in the City of Richmond.  
BOSTWICK/TANG.....CARRIED

- ii. A description of the Teen Debate on Censorship was included. Shelley Civkin requested Board volunteers to act as judges and moderator. Peter and Susan can attend the event on Saturday, February 22, 2014 as participants. All Board are welcome.
- (c) The 15<sup>th</sup> Annual Richmond Chinese Community Dinner will be held on Wednesday, February 19<sup>th</sup>. This year the dinner is in celebration of the Year of the Horse. The library will purchase a table of 10. Mark, Peter, Robin and Kash will attend with guests, and Greg and Wendy Jang will represent the library. Pat and Linda will also attend.
- (d) The 2013 staff recognition / retiree event was scheduled for Wednesday, April 16<sup>th</sup> from 2:30 to 4:30 in the Brighthouse staff room.
- (e) A schedule of upcoming conferences and early bird dates was included. Peter and Simon will attend PLA. Further registrations will be confirmed at the next meeting.
- (f) Confirmation of dates for the year:
- i. The regular Board meeting date is generally the last Wednesday of the month except for August and December. March was changed to April 2<sup>nd</sup> and September was changed to September 17<sup>th</sup>.
  - ii. Special meetings were set for February 12<sup>th</sup>, March 10<sup>th</sup> or 11<sup>th</sup> (to be determined), May 14<sup>th</sup> and October 15<sup>th</sup>.
  - iii. The Board photograph will be arranged as soon as possible.
- (g) A memo to City planner Sara Badyal regarding the potential options for moving the Steveston branch was included for information. Greg indicated he anticipates further response from Council by summer.
- (h) A letter from Dr. Lisa Freeman requesting Board participation in a research project was included. All Board indicated they would like to participate. Greg will contact Dr. Freeman.

18. Items for Information

- (a) A background document on Dr. Kwok-Chu Lee was provided for information. Dr. Lee recently passed away in Hong Kong. The library will send a flower arrangement.
- (b) New trustees Kash Chahal and Robin Leung attended an orientation session on January 15th with Greg and Peter.

**ACTION**

BOARD,  
FRIENDS and  
STAFF: Attend  
Parks & Rec  
committee  
meeting.

STAFF: Add to  
calendar.

STAFF:  
Send flower  
arrangement.

**BOARD**

**ACTION**

- (c) A list of 2014 Board members was included.
- (d) A summary of the amendments made to the 2014 self-evaluation survey was included.
- (e) The electronic edition of *Feliciter* will be posted to the Board Blog when available.
- (f) The Board Calendar and Work Plan was provided for information.

19. Other Business

20. Date of Next Meeting

A special meeting was scheduled for **Wednesday, February 12, 2014, at 5:30 pm**  
The next Board meeting will be **Wednesday, February 26, 2014 at 5:30 pm.**

21. Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:10 p.m.

CHAIR Peter Jones

CHIEF LIBRARIAN Greg Burns