

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, November 26, 2014**

Present: Peter Kafka, Chair  
Simon Tang, Vice Chair  
Councillor Linda Barnes  
Mark Bostwick  
Diane Cousar  
Susan Koch  
Robin Leung  
Pat Watson

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

Regrets: Kash Chahal

1. Call to Order

The meeting was called to order at 5:25pm.

2. Approval of Agenda

MOVED: That the agenda be approved with the additions of item 22 on table.

.....CARRIED

**EDUCATION SESSION**

3. (a) An outline of educational session topics was included for information.

(b) A report on the 2014 Staff Survey was included for information.

(c) Susan and Cathy presented the preliminary results of the 2014 Staff Survey, our first survey of this nature. 90% of staff participated, identifying 6 organization-wide issues for senior staff to address in the 2015 work plan:

1. Staff Recognition
2. Respectful Workplace
3. Organization of Work
4. Improved Communication
5. Role of Supervisor
6. Staff Development and Training Opportunities.

We set 70% as a baseline for positive engagement. Scores of less than 70% become the first priority for 2015 actions.

Susan presented the overall results in each question category:

1. My Satisfaction and Effectiveness – 79% positive
2. Work Unit – 80%
3. My Working Conditions – 62%
4. My Supervisor – 67%
5. Training and Development – 57%

**ACTION**

STAFF: Report work plan projects in relation to these 6 issues and 5 survey sections.

ACTION

Overall, the survey generated 69% positive engagement. Susan indicated we are aiming for staff engagement self-reported in the high 80s or low 90s, which defines our goals for improvement. Susan described a recent visit to a major Canadian public library, at which senior staff presented on their 5-year journey of change. Staff at this library participate at 81% and report engagement in the 80s, but it wasn't always so. Organizational change takes time.

Susan reported three factors that worked well for us in this survey: support from the Union to encourage staff to participate, genuine comments provided by staff, and a clear direction for follow-up.

Susan also reported three factors that didn't work so well: not 100% participation, an extension of the deadline was needed to increase participation and some comments required redaction to protect privacy.

Our next steps will be to share the results with staff, further analyse the data and comments and to develop specific action items for the 2015 work plan. Senior staff will meet in December to address the analysis and work plan.

Susan indicated plans to repeat the staff survey in 12 to 18 months.

MOVED: That the Library Board move to a closed meeting at the end of the regular meeting to discuss 2014 Staff Survey.

COUSAR/TANG.....CARRIED

BUSINESS SECTION4. Approval of Minutes

MOVED: That the minutes of the regular meeting of October 29, 2014 be approved as presented.

WATSON/BARNES.....CARRIED

5. Business Arising

None

6. Correspondence

(a) A letter dated October 30, 2014 to Mayor Brodie in thanks for hosting the Civic Appreciation Event was included.

(b) Letters dated December 2, 2014 to elected and former Council were included.

i. A letter to Mayor Brodie and the 6 re-elected Councillors: Au, McPhail, Johnston, McNulty, Dang and Steves.

ii. A letter to the two newly elected Councillors: Day and Loo.

iii. A letter to the two outgoing Councillors: Barnes and Halsey-Brandt.

(c) Letters dated October 30, 2014 to appointed Trustees were included

i. Diane Cousar and Susan Koch were re-appointed for two-year terms to end December 31, 2016.

ii. Traci Corr was appointed for a two-year term to end December 31, 2016.

**COMMUNITY****ACTION**7. Report from Councillor Barnes

Linda noted that this is her last Library Board meeting. Peter presented a small gift and thanked Linda for her contributions since 2009. Her efforts working with Council and Mayor Brodie on behalf of the library were much appreciated.

Linda's final Council meeting was last Monday. The new Council are sworn in on December 1 and a new Council representative will be appointed by Mayor Brodie.

8. Report from the Friends of the Library

Alison Cormack reported that the Friends' Annual General Meeting will take place on Saturday, November 29<sup>th</sup>, at which they will decide on priorities for allocation their donation of \$32,000 raised this year.

(a) The 2014 Wish List was included.

(b) An account update was included.

(c) The FOL membership form was included. Greg noted that membership forms were available on table as well.

9. Customer Comment Forms

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

Summary of Comments

(a) A summary of comments was included for information.

**BOARD**10. Items for Decision/Discussion

## (a) Long Range and Strategic Planning Update

i. Status Report #22 was included for information. This is the final status report. The next work plan is due in 2015 and will be reported on quarterly.

ii. The final version of the public document was enclosed. Greg noted that a few copies will be printed. The document is available on our website, and all consultation documents have been posted as well.

(b) Peter noted that this is his last meeting as Chair and noted that if interest is expressed now it helps with transition. Simon Tang agreed to stand for Chair and Susan Koch agreed to stand for Vice Chair. Trustees will have another opportunity to indicate interest at the January 2015 meeting prior to elections.

(c) The 2014 Self-Evaluation Survey results were reviewed. Peter asked for comments or concerns on questions where there was little differentiation between Strongly Agree and Agree.

Question #10 – Greg noted an update to the risk management report is scheduled for mid-2015.

Question 13 – change "direct" to "support".

Question 14 – the Board asked for an administrative policy review in 2015, particularly in the areas of Finance and Human Resources, as an education session.

STAFF:  
Prepare 2015  
work plan and  
report April,  
July, October  
and January.

STAFF: Make  
changes to  
2015 self-  
evaluation  
survey and  
schedule  
education  
session.

- (d) A memo from Shelley Civkin outlining various donation categories was included for information. Peter suggested the Board combine their donation to achieve a level noted on the FOL Wish List. Pat noted that the Board can also donate to the Library's endowment fund. The Board considered a target of \$1,500 to purchase a podium for their combined donation. Peter encouraged all Board to consider a donation.
- (e) Peter asked if the Board preferred to continue having Board comments on table or presented in the summary only. The Board agreed that the summary should remain but that comments on table were no longer necessary.
- (f) The Audit Planning Letter was included. Susan Koch noted that there are no significant accounting changes. Greg noted that staff have met with the Auditors already and the Auditors can meet with the Board Audit Committee if necessary. Susan asked if another Trustee would like to join her on this committee, and Simon volunteered. Greg will let the Auditors know that the Board has no requirement to meet with them at this time.

**ACTION**

STAFF:  
Contact  
Auditors

**INTERLINK****11. InterLINK Report**

- a) Mark reported that the November 18<sup>th</sup> InterLINK meeting discussed:
- i. InterLINK work plan – staff will look at several libraries strategic plans and cull a list of strategies InterLINK can complement.
  - ii. The Administrators Advisory Group (AAG) requested funds to support a professional development program. InterLINK requires more details before they can make a decision. Greg noted that AAG will meet December 5<sup>th</sup> and he will inform the group that the Richmond board requires a higher level of documentation from InterLINK around projects such as this.
  - iii. The InterLINK Board discussed an issue in a closed session where a motion was passed and then followed by a motion to rescind. Mark, who supported rescinding the original motion, asked for direction from the Library Board on the issue.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION****12. British Columbia Library Trustees Association Report**

- a) Peter reported that a few Trustees were lost in the recent election. If any trustee is interested in becoming a BCLTA Board member starting in May 2015 Peter asked them to let him know.
- b) The BCLTA Bulletin for November 2014 was included.

STAFF: Post  
December and  
January  
BCLTA  
bulletins on  
Board Blog  
when  
available.

**STAFF OPERATIONS****13. Chief Librarian's Verbal Report**

Greg noted that the Dr. Lee room is fully setup and programming is taking place in the space. He is discussion sharing the collection with Coquitlam and Vancouver.

Greg noted the Royal Society report enclosed provides a different perspective. He encouraged the Board to read it considering who else we should be working with to achieve our strategic goals.

**14. Program Reports**

- (a) Lee Anne Smith's report on large and special event programming was included.
- (b) Lee Anne Smith's report on the Innovator-in-Residence program was included.
- (c) Lee Anne Smith's report on Settlement Stories was included. Peter encouraged all Board to view the Settlement Story videos online. Lee Anne noted that the program was a success in creating community content for Create & Learn and that Brian Lye did a superb job as filmmaker and production coordinator.

**15. Project Reports**

- (a) Mark Ellis's report on the Internet Bandwidth Upgrade was included. We now have triple the bandwidth which may last for 3 years, when we hope to join BCNet.
- (b) Mark Ellis's report on an Integrated Library System (ILS) Migration Opportunity was included. We anticipate moving to Sierra if that can be accomplished within our operating budget. The Board asked if we had considered other systems. Mark noted that retaining the current vendor and migrating to another product in their line provides us very competitive pricing and incentives and would allow us to move quickly. Major features are similar amongst competing systems and all competitors are moving their system development in similar directions.

**ITEMS FOR INFORMATION**

- 16. Greg and Peter met with the Director of the Steveston Community Society and Community Centre staff to discuss opportunities. They hope to have more to report in 2015.
- 17. Mark Ellis reported attending the event entitled "Liberties & Libraries: Internet Policy and Intellectual Freedom in Libraries" with Micheal Vonn, Policy Director at BC Civil Liberties Association. Some libraries have had an issue with members viewing objectionable content on library computers and asked BC Civil Liberties Association for advice. Ms. Vonn suggested spatial accommodations to protect others from viewing objectionable content, but this may not be achievable in public computer areas. The Board asked for this topic to be added to the February discussion on Freedom to Read.
- 18. The Board were reminded of a private social event on December 5<sup>th</sup> to be held at Diane Cousar's home.
- 19. The Royal Society of Canada's Expert Panel Report on The Future Now: Canada's Libraries, Archives and Public Memory:
  - a) A press release indicating the report was published on November 13<sup>th</sup> was included.
  - b) Extracts from the report were enclosed.
- 20. A link to the electronic edition of *Feliciter* Vol. 60 No.5 (October 2014) was recently posted on the Board Blog. Links to future editions will be posted when available.
- 21. The Board Calendar and Work Plan were provided for information.
- 22. A memo inviting the Board to the Teen Recognition Ceremony on January 7, 2015 was provided on table.

**ACTION**

STAFF: Add computer use policy as part of education session on intellectual freedom in February.

STAFF: send address and map to Board

STAFF: add event to Board Calendar on the blog

ACTION

OTHER BUSINESS

As this was Pat Watson's last meeting, Peter thanked her for her contribution over eight years of service on the Library Board and presented a small gift. Pat noted that things were quite different 8 years ago, when tablets and ereaders were just emerging on the market and that she is proud of the progress the library has made and has greatly enjoyed her time on the Board. Her parting words were that the library is moving in the right direction so do not slow down.

NEXT MEETING

The next Board meeting is scheduled on **Wednesday, January 28, 2015 at 5:30 p.m.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:25 p.m.

A closed session will follow.

CHAIR



CHIEF LIBRARIAN

