

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, October 29, 2014**

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

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved with the additions of items 10(c)(i), 14(d)(i), and 19(a) on table.

.....CARRIED

EDUCATION SESSION

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

(b) Susan introduced Graeme Bennett, our Innovator-in-Residence.

Graeme described the program, what went well and what was less successful.

The art project was anticipated to be popular but received unexpectedly low response, though the quality of responses was excellent. Graeme passed around three examples of the 3D printed lithopane creations. The best examples of this project will be mounted in a backlit frame to showcase the art form.

3D printing was an excellent initiative for the library. Graeme also encouraged us to continue using the 3D scanner, which was well received. The certification program is a good idea but two hours may not be enough to teach the complexity of 3D design and printing. Graeme suggested that limiting the choices of what new participants can print will ensure their success and maintain their enthusiasm for the program.

The Board asked for feedback about the format of the program. Graeme noted that the hot topics sessions were successful beyond his expectations. Our community is very interested in discussions of future technology and science. The most successful part of the program was 3D modelling using Tinkercad, a software that is easy for beginners. Graeme suggested continuing to use this software for future certification classes.

ACTION

STAFF: Take these comments into account when planning future 3D printing programming.

ACTION

The Board asked how the 3D program fit in with the strategic plan, vision and mission of the library. Susan responded that this project supports goals in the Learning Hub Library and Digital Library roles described in our strategic plan.

The Board asked what is lost when Graeme's term as Innovator-in-Residence is complete. Graeme noted that he tried as best he could to transfer skills to staff and will be available by email for advice and support. Susan noted that staff benefitted from exposure to Graeme's enthusiasm and support and that the transfer of learning was good for staff development.

The Board asked if we will bring the Innovator-in-Residence program back next year. Susan responded that we are considering this. Lee Anne noted a shift in customer demographics during this program. A new type of customer was drawn in by the 3D printers – designers and product developers – who don't usually come to the library. Graeme also recommended connecting with gemology enthusiasts, as using the 3D printer to prepare molds for metal casting would demonstrate a new function of the printers and how the tool can be used in a more advanced way to produce items beyond toys, figurines and art. The tool has practical everyday applications which we have not yet had sufficient time to demonstrate.

The Board asked if we purchased the right printers. Graeme indicated that our choice was superb. The skillset developed in learning to use Makerbots is transferrable to other 3D tools. These printers are at the high end of the price range but were in use all day, every day and proved reliable tools.

The Board thanked Graeme for his contributions as the inaugural Innovator-in-Residence.

**BUSINESS SECTION**

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of October 1, 2014 be approved as presented.

COUSAR/TANG.....CARRIED

5. Business Arising

None

6. Correspondence

None

**COMMUNITY**

7. Report from Councillor Barnes

Linda noted that her term as Councillor ends December 1, 2014. Linda confirmed that at the October 27 council meeting Library Board Trustees were appointed and Council passed the new aquatic centre plan.

8. Report from the Friends of the Library

Betsy Blair reported that the Friends raised over \$10,000 at the recent Whale of a Sale. 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 over \$30,000 raised this year. Susan noted she is preparing our Wish List.

The Board asked if the Friends could bring renewal of dues forms to the next meeting.

STAFF:  
Provide  
Friends with  
our wish list.

ACTION9. 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.

STAFF: Post working document on Board Blog.

BOARD10. Items for Decision/Discussion

(a) Long Range and Strategic Planning Update

i. Status Report #21 was included for information.

ii. A working version of the public document was presented on table. Greg noted that we will have some printed but it will be mostly electronic. The Board were asked to forward any suggested changes by the November 7. IBI Group documents and the longer Board Approved version of the Strategic Plan 2014 to 2018 will be posted on our website.

(b) Greg reported that staff met with the Auditors and the Audit letter will come soon. There are no new issues. The Board Audit Committee may want to meet with the Auditors when they have reviewed the letter.

(c) 2015 Trustee Recruitment Update. Greg noted the Council approval process was early this year. Greg noted that publishing the application package on our website is good, but the majority of applications picked up are paper forms offered at branches. The Public Library Board received 17 applications this year.

i. An excerpt of Regular Council minutes of Monday, October 27, 2014 were included on table, in which Mayor Brodie made a public announcement of the re-appointment of Diane Cousar and Susan Koch and the appointment of Traci Corr.

(d) Simon described the Trustee recruitment process, using the same interview questions as previous years and meeting all available applicants. No changes were recommended.

(e) A notice for Call for Nominations for 2015 Chair and Vice Chair was made. Trustees will have another opportunity to indicate interest at the November meeting. Election of Chair and Vice Chair will take place at the January 2015 meeting.

(f) A link to the Board self-evaluation survey was provided. Results will be reported at the November meeting.

(g) Action items from the October 15, 2014 Special Meeting were included for information.

i. The Community Volunteer Program Proposal was included for information. Greg noted that it is a big undertaking to create a more formal structure. The Community Volunteer Program will become another service of the library, allowing our community to increase and develop skills. We will work closely with Volunteer Richmond to develop and deliver this program, starting with a few areas to focus on. Home delivery and ESL/tutoring were suggested as starting points. Greg will add the development of the Community Volunteer Program to the 2015 work plan and involve staff and continue information discussions at Labour Management meetings.

**ACTION**

The 2015 work plan will be presented to the Board in the new year. The 2014 work plan is being finished and projects closed off now.

MOVED: That staff be directed to initiate a Community Volunteer Program as outlined in the Community Volunteer Program Project Proposal and in accordance with the Board discussion points from the October 15, 2014 Special Meeting.

COUSAR/KOCH.....CARRIED

**INTERLINK**

**11. InterLINK Report**

- a) A Patron-Initiated Interlibrary Loans Board Updated dated September 30, 2014 was included for discussion. Susan noted that this is a three phase project nearing completion of phase one, optimizing the software platform. Susan completed a survey on policies and loan preferences, indicating we are open to discussion on all items other than high demand materials such as rapid reads and DVDs in the dispenser. She is waiting for a response from InterLINK.

Greg noted that InterLINK Administrators meet on November 6<sup>th</sup> to discuss policy issues.

STAFF: Post November BCLTA bulletin on Board Blog.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**

**12. British Columbia Library Trustees Association Report**

- a) No report.

**STAFF OPERATIONS**

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

Greg noted staff are wrapping up the 2014 work plan. Staff are also exploring replacing MARC records with BIBFRAME and updating the current VTLs automated library system. Staff are weighing the pros and cons of being early adopters to new technology. The library is doing exploratory work with City staff on the Minoru complex and a report to Council regarding Steveston Branch options.

STAFF: Add library technologies to education session plan.

**14. Program Reports**

- (a) Lee Anne Smith's report on large and special event programming was included.
- (b) Lee Anne Smith's report on Multicultural Week was included.
  - i. Lee Anne thanked Peter for agreeing to attend the Settlement Stories: Digital Storytelling Project Launch on Sunday, November 16<sup>th</sup>.
- (c) Shelley Civkin's report on Culture Days was included. The Board asked if any of the programs are video recorded so that they can be shared after the program. Shelley will investigate.
- (d) Shelley Civkin's report on Writer in Residence "Words Online for Adults" was included.
  - i. An invitation to a public reading featuring ESL writers on Tuesday, November 18<sup>th</sup> was presented on table. All Board were encouraged to attend.
- (e) Shelley Civkin's report on "Authors in Our Midst" was included. Shelley noted that program attendance was disappointing and she has been exploring other ways to promote events to our community.

ACTION

15. Project Reports

- (a) Kat Lucas's report on RPL's New Catalogue (Bibliocommons) was included. Bibliocommons launched last week. Kat demonstrated several features such as intuitive searching and improved search results, holds, checking out ebooks, reviewing and rating reads, personal shelves and lists and the social focus. An app is also available.

Kat noted that signing up for a user name has been the hardest part of implementing Bibliocommons, as usernames must be unique within the global Bibliocommons library systems, and that there are some issues with Chinese language that staff are working hard to fix. The one feature that has been temporarily lost with Bibliocommons that we could do with the old catalogue (Chamo) is to automatically inform people of the reason why a renewal attempt has failed, such as the renewal limit was reached or another customer placed a hold on the item. The vendor is working on a solution to this issue.

Bibliocommons is a great way to find new reads and connect with and follow others and is the same system used by other local libraries such as Vancouver, Burnaby and Surrey.

The Board asked if it's possible to follow a book club or group and read their reviews. Kat responded that you can follow user to user, but not groups at this time.

Greg noted that in a related change self-checkouts now require PINs. Shaneena explained that this is an added security measure, so that if a card is lost or stolen, material can't be borrowed.

16. Third Quarter Reports

- (a) Bob McGall's report on Third Quarter Financial position was included. Bob reported that he is following some accounts on a weekly basis and anticipates the library will be within budget at year end. Library staff meet with City of Richmond financial services staff regularly to review variances. A major upgrade to PeopleSoft, the financial reporting system is happening in November.

- (b) Bob McGall's report on Third Quarter Statistics was included. The Board asked if we are counting gate count differently, or if it really has increased? Greg noted that, for the first time since 2009, gate counts are higher than the previous year. This could be due to the school strike, which indicates that academic performance is key in our community. Circulation is down a little and digital circulation is not offsetting that decline. New metrics are required and staff are working to develop them, using a new software called Collection HQ, which analyses collection use. The Board asked if collection analysis could be added to a future education session.

STAFF: Add to education session plan.

17. Risk and Liability Event Review: Power Failure Friday, October 3, 2014

Bob McGall's report was included for information.

ITEMS FOR INFORMATION

- 18. Peter noted the recent Civic Appreciation event on October 7<sup>th</sup> was a great success. Staff were requested to send a letter of thanks to Mayor and Council.

STAFF: Prepare letter.

- 19. An All Candidates Meeting announcement for October 23<sup>rd</sup> was included. Details of additional all candidate meeting on November 4, 5 and 7 were provided on table.

ACTION

- 20. Pat Watson noted the October 21<sup>st</sup> Forever Richmond event, a collaboration between Volunteer Richmond and the Richmond Community Foundation was a successful evening. The Richmond Cares/Richmond Gives initiative was granted \$220,000 from an anonymous funder.
- 21. An invitation to an event entitled "*Liberties & Libraries: Internet Policy and Intellectual Freedom in Libraries*" with Micheal Vonn, Policy Director at BC Civil Liberties Association was included. Ms. Vonn is a speaker on a variety of civil liberties topics including privacy, national security, policing, surveillance and free speech and has taught civil liberties and information ethics.
- 22. Peter noted the *Celebrate with Books* donation opportunity cards on table. A memo from Shelley Civkin outlining various donation categories was included for information. Peter encouraged all Board to consider a donation.
- 23. Links to the most recent electronic editions of *Feliciter* were recently posted on the Board Blog. Links to future editions will be posted when available.
- 24. The Board Calendar and Work Plan were provided for information

OTHER BUSINESS

None.

NEXT MEETING

The next Board meeting is scheduled on **Wednesday, November 26, 2014 at 5:30 p.m.**

ADJOURNMENT

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

CHAIR



CHIEF LIBRARIAN

