

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, November 25, 2015**

Present: Simon Tang, Chair  
Susan Koch, Vice Chair  
Chak Au, Council Liaison (arrived 5:35)  
Mark Bostwick  
Diane Cousar  
Traci Corr  
Kash Chahal (arrived 5:40)  
Peter Kafka  
Robin Leung  
  
Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Susan Walters, Deputy Chief Librarian

ACTION

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved with the addition of a public delegation following the education session.

BOSTWICK/KAFKA .....CARRIED

**EDUCATION SESSION**

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

(b) Community Volunteer Program

Lee Anne reported that the library has actually been using volunteers for decades. The Community Volunteer Program is an expansion of an existing service. In 2013 the Board requested a formal Community Volunteer program be developed.

(Chak Au arrived 5:35)

Since then, staff have completed research, undergone training and developed a comprehensive program.

Lee Anne confirmed that the library is covered by City of Richmond insurance regarding volunteers in the library.

(Kash Chahal arrived 5:40 pm)

The Community Volunteer Program will launch in December. The library will have several intakes each year, most likely in January, April and August, with a possible fourth intake if necessary.

Lee Anne described Better Impact, the volunteer management software we will be using and some of its reporting functionality.

The Board asked for targets, including number of volunteers and number of volunteer

## ACTION

hours. Lee Anne noted that we have committed to 200 active volunteers in the volunteer management software and hope to achieve that level by the end of June. Approximately 65% of current teen volunteers are active, participating at least once a year in the various Reading Buddies programs.

The Board would like to see where we are now and where we want to be, so a report on targets would be helpful.

The Board asked about the requirement for a reference letter and standardized response. Lee Anne noted that our requirement to receive a reference letter is six months of active volunteer service, and that Better Impact includes templates for reference letters, making it efficient for staff.

The Board asked about the recognition event in April. Lee Anne noted that the upcoming recognition event will take place during Volunteer Appreciation Week and will recognize all volunteers from 2015 also, so the group will be large. Lee Anne reported that we also recognize volunteers at least monthly on our Facebook page.

The Board asked about best practices and which libraries we have contacted to research a volunteer program. Lee Anne responded that we have had excellent support with the City of Richmond and Richmond Cares, Richmond Gives. Both organizations have a wealth of information and best practices to share. We have also learnt from Edmonton Public Library. Libraries traditionally do program-by-program volunteer management, as we have done for decades with our teen Reading Buddies program. Our new Community Volunteer Program is comprehensive, formal, and system-wide. It is a new approach to engaging and managing volunteers, both youth and adult, in a variety of volunteer activities.

### Delegation

The Board welcomed Airi Sigurgeirson as a member of the public to speak on the topic of fines amnesty for staff, including retirees.

Airi retired from the library 11 years ago. As a retiree, she enjoys amnesty from book fines. Airi reported that retirees may not be knowledgeable of technology or are possibly house bound and can't get out easily to return materials on time. Fine amnesty is a goodwill gesture that retirees enjoy in recognition of their service. Airi requested that the Board reconsider their decision to revoke the fines amnesty for Board and staff, and therefore for retirees as well.

The Board thanked Airi for attending the meeting. They did not know that retirees were informally extended fine amnesty and noted that this gesture was not part of an approved Board policy.

The Board requested clarification of motivation to retain fine amnesty. The Board noted that their motivation is to get circulation moving as fast as possible and to do that materials need to be returned on time. The Board supports the position that everyone, including Board and staff, should be treated equally in relation to incurring fines on borrowed material. Airi responded that amnesty for retired staff is a goodwill gesture and for some retirees fines can be a hardship. Retiree's motivation is to retain the benefit of fine amnesty.

Greg noted that retirees needing hardship relief can request it. Anyone in the community can request hardship relief from fines by speaking with a circulation supervisor.

## ACTION

The Board discussed this feedback from retired staff and considered a motion to request they reconsider their position and provide a policy of fine amnesty to retired staff. The Board noted that their decision has already been made and implementation planning begun. The Board decided that it is too early to consider reviewing the decision as further feedback is expected. The new fine structure combined with eliminating Board and staff amnesty begins in January 2016. A review of feedback and the opportunity to reconsider the decision in part, or in whole, is built in to the implementation plan. Feedback cards will be provided in January and a website survey initiated in April, after the new structure has been in place for three months and all customers including Board, staff and retired staff have experience with it. After discussion, the proposed motion was withdrawn.

The Board thanked Airi for attending and for providing valuable feedback, which will be considered in connection with further feedback expected in the new year.

**BUSINESS SECTION**4. Approval of Minutes

MOVED: That the minutes of the regular meeting of October 28, 2015 be approved as presented.

KAFKA/BOSTWICK.....CARRIED

5. Business Arising

None.

6. Correspondence

(a) A letter dated October 16, 2015 from Minister Mike Bernier was included.

(b) A letter dated October 28, 2015 to Mayor Brodie to thank Mayor and Council for Civic Appreciation event was included.

(c) A letter dated November 2, 2015 to Grant Fengstad re 2015 Computer Donation was included.

(d) A letter dated November 10, 2015 from Airi Sigurgeirson regarding staff fines and a response dated November 16, 2015 was included.

**COMMUNITY**7. Report from Councillor Au

Councillor Au reported the recent opening of the Richmond Olympic Experience (ROX, [www.rox.ca](http://www.rox.ca)), an Olympic museum at the Richmond Olympic Oval. ROX is the first member of the International Olympic Committee's Olympic Museums Network to be located in North America. ROX features interactive media, hands-on sporting simulations and displays. A free information night for teachers is planned on how to use ROX for educational purposes. Councillor Au suggested that the library consider investigating with ROX how the library and ROX could collaborate on furthering the education component of both our mandates.

8. Report from the Friends of the Library

(a) A wish list for items was included.

(b) An account update to September 30, 2015 was included.

Alison Cormack reported that the Friends' AGM is scheduled for Saturday,

ACTION

November 28<sup>th</sup>, at which the Friends will vote on purchasing items from the wish list.

Alison reported that this is her last Board meeting and a new chair will be elected at the AGM. She thanked the Board and staff for their support.

Greg noted that application forms for membership in Friends of the Richmond Public Library were available on table.

9. Customer Comment Forms

A summary of comments was included for information.

**BOARD**

10. Items for Decision/Discussion

(a) Call for nomination for 2016 Board Chair and Vice Chair. Simon noted he will let his name stand for Chair and Susan will let her name stand for Vice Chair in 2016.

Robin agreed to appointment as the InterLINK representative. Committee membership and alternate for the InterLINK representative will be reviewed in January.

(b) 2015 Self-Evaluation Survey Report. A report of seven responses was included. The Board asked for a year over year comparison and that answers that include extremes (Strongly Agree/Strongly Disagree) be edited to just two options.

(c) Board Donation Opportunity. Last year the Board targeted a specific purchase with their group donation and would like to do that again. Staff will determine the total donation from all trustees this year and inform Board of wish list target in January.

STAFF:  
recommend  
purchase.

(d) 2016 Board Budget Update. Greg noted the revised budget is scheduled for presentation to Council on December 7<sup>th</sup> and has been slightly adjusted since the Board reviewed it last August. In-house book sales were returned to the budget and reporting will be adjusted in the financial statements. Greg noted he removed preparation for RFID and the budget increase is now just under 3%. The City has not commented or advised yet if a 3% increase is an acceptable amount.

MOVED: That the revised 2016 Operating Budget presented November 25, 2015 be approved for submission to the City of Richmond, with an understanding that there may be further minor revisions, as jointly determined with the City and library staff.

TANG/CORR.....CARRIED

**INTERLINK**

11. InterLINK Report

Mark reported that the meeting on November 24<sup>th</sup> was his last meeting. The next InterLINK meeting will be in February 2016. InterLINK Board composition is changing, shifting the balance from large communities to smaller ones. The new InterLINK structure will have more committees, be more active and have more responsibilities.

An InterLINK Board of Directors governance manual is in production. The Strategic Plan is in early draft form, focussing on a few critical issues including helping libraries enhance services to users, helping libraries communicate and share information and developing relevant metrics.

ACTION

Mark confirmed that there will be a training session before the February meeting, and regular meetings are on the Tuesday before our meeting, 4 times per year (February, May, September and November).

An alternate representative will be appointed in January.

### **BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**

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

Susan Koch reported that BCLTA is recruiting for a new Executive Director and interviewing November 28<sup>th</sup>. Susan is the Treasurer and working on improvements to financial policies.

### **STAFF OPERATIONS**

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

Greg reported that staff are working to spend all funds in the 2015 budget. City staff are working on the Facilities Plan including a separate report on a Steveston branch as a part of a new Community Centre. Council should receive their report soon. City staff are also including a new main library, a Cambie branch and an Ironwood branch in the list for Council to review and put in priority order.

#### **14. Program Reports**

- (a) Lee Anne Smiths' report on Large and Special Event programming was included.
- (b) Lee Anne Smith's report on RPL Turns 40! was included. The Board are encouraged to bring celebration ideas to the next meeting or contact Simon.

#### **15. Project Reports**

- (a) Stephanie Vokey's Changes to Fines and Loans Communications Plan Update was included. Stephanie reported that the communication launch is next week, a month in advance of the changes taking effect. Bookmarks will be distributed throughout the library. Stephanie demonstrated the branding and explained where posters will be located. An all staff bulletin will be sent to provide staff with all the information. A public survey will start in April, encouraging the public to comment on their experiences with the new fines and loan period structure.

The Board asked if fines are affected by statutory holidays. Shaneena Rahman confirmed that the loan period is extended when the library is closed.

Greg noted that this project includes tight timing and staff are doing all the changes to fines and loan periods with a new system (Sierra) that has just been implemented.

(Chak Au left at 7:10)

- (b) Lee Anne Smith's Community Engagement Project Update was included. Lee Anne noted the next report will include statistics for a quarter - the period October, November and December 2015. Quarterly statistics will follow in April, July and October next year.

#### **16. Risk Management Report**

Bob McGall's annual report on Risk Management was included. Bob noted a few highlights:

ACTION

- The highest current priority is security cameras at Ironwood branch.
- The library participated in the ShakeOut BC Earthquake Drill for the first time this year.

**ITEMS FOR INFORMATION**

- 17. Simon noted that three new Trustees will join us in January: Chaslynn Gillanders, Jordan Oye and Arseniy Shchedrinskiy.
- 18. The Board thanked everyone who attended the Dayson recognition event. Shelley noted that several attendees took note of the wish list and she is hopeful that a donation will be forthcoming.
- 19. Peter reminded the Board of the Board social event on Tuesday, December 1<sup>st</sup> from 5:30 to 7:30. The new trustees have confirmed they will attend.
- 20. The Board Calendar and Work Plan were provided for information.

**OTHER BUSINESS**

Simon thanked our outgoing Trustees for their service and noted we will recognize them at the upcoming Board social event:

- Mark Bostwick served 8 years from 2008 to 2015
- Peter Kafka served 7 years from 2009 to 2015
- Kash Chahal served 2 years from 2014 to 2015

Shelley noted the Giant Menorah Lighting ceremony on December 7<sup>th</sup> at 6:45 pm. All Board are welcome to attend this popular event.

**NEXT MEETING**

The next Board meeting is scheduled on **Wednesday, January 27, 2016.**

**ADJOURNMENT**

There being no further business, the Chair declared the meeting adjourned at 7:15 p.m.

CHAIR



CHIEF LIBRARIAN

