

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, July 31, 2013

Present: Peter Kafka, Chair
Simon Tang, Vice Chair
Mark Bostwick
Diane Cousar
Sanjiv Khangura
Susan Koch
Pat Watson

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

Regrets: Councillor Linda Barnes
Dulce Cuenca

BUSINESS SECTION

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.

.....CARRIED

3. Educational Session

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

Shaneena Rahman, Coordinator Circulation & Merchandising, presented her report on South Asian collections, programming and services, including statistics and facts about the community. Shaneena reported that 7 staff are involved in planning and delivering programming directed to this community, and that staff have approached our vendors to assist in improving the breadth of the South Asian collection. Media (movies and music) are widely available, but print collection is limited.

The Board asked if we are able to identify groups from the public consultation. Shaneena reported that for the consultation project we are not identifying cultural groups, but as we will continue to use MindMixer in the future we will be able to survey this group for feedback.

The Board noted that currently the major use by this community is at the Cambie branch. Will we centralize the collection there? Shaneena responded that we currently do send more of the South Asian collection to Cambie, but also provide a selection at the other branches.

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of June 26, 2013 be approved as presented.

.....CARRIED

The Board asked that future minutes note all action items and action by whom.

5. Business Arising

(a) None.

6. Correspondence

(a) A letter dated June 20, 2013 from Richmond Community Foundation: re Donation was included.

(b) A letter dated July 11, 2013 to Richmond Community Foundation acknowledging donation was included.

(c) A letter dated June 24, 2013 to The Ben & Esther Dayson Charitable Foundation acknowledging donation was included.

(d) A letter dated July 22, 2013 to Dr. & Mrs. Kwok-Chu Lee was included.

COMMUNITY

7. Report from Councillor Barnes

None.

8. Report from Friends of the Library

Debby Newton reported that the Friends will be given first right of refusal at the recycling depot. Friends will meet with city staff and report back.

ACTION

FOL:
Report on donation.

STAFF OPERATIONS

9. Program Reports

(a) Summer Library Camp

Melanie Au delivered a verbal report on the Summer Library Camp, which is currently underway. 335 kids registered and 86 teen volunteers were selected to assist. Community partners are participating by leading sessions. The team will analyze the program for improvements next year. They are discovering which clubs work the best, establishing transition times in schedules and learning how to manage registrations and wait lists.

The Board asked if the event is having an impact on collections. Melanie responded that material purchased for the Camp is out and they believe that circulation statistics will indicate circulation has increased.

The Board asked if the event is having an impact relating to Summer Reading Club. Melanie noted that all kids are encouraged to participate. As of today there are 3,987 kids registered in Summer Reading Club, on track with other years.

Peter Fassbender, the Minister of Education, attended an event to recognize the importance of Summer Reading Club programs and the volunteers that contribute their time and skills to our literacy programs.

ACTION

STAFF:
Report on analysis.

(b) Welcome to Seuss Town

Melanie also reported on the Welcome to Seuss Town events happening this week, a joint program with the Richmond Arts Centre and Richmond Media Lab.

Ken Johnston, the Acting Mayor will attend on Thursday to read a Dr. Seuss book at the Family Read Along program. Simon Tang will attend as well. The success of this arts and literacy program ensures it will be repeated next year.

10. Project Reports

(a) Writer-in-Residence / Culture Days

This event was very successful last year. Greg brought the high-profile kickoff event to the Board's attention, which will be attended by a City Councillor. All Board are invited to join the kickoff on September 27th. Susan Koch indicated she will attend.

BOARD:
Attend
kickoff event
7PM Sept
27th

11. Second Quarter Board Status Reports

(a) Human Resource Status Report

Greg noted the high number of promotions and temporary assignments, and that the library is drawing on internal staff first to support a variety of changes the library is undergoing.

(b) Training and Development Status Report

The Board asked how our training & development compares to other libraries. Greg noted that budget isn't a limiting factor and that we also make use of online webinars. We budget for both staff and Board to attend events.

i. Library Leadership Council

Greg delivered a verbal report on the Library Leadership Council, which started about a year ago. This is a group of senior public and academic library leaders that meet to confidentially discuss specific issues among peers. The group provides different perspectives and depth of discussion. Greg noted he will be moving off the council and someone else will be joining it. He will retain relationships built in this successful program.

(c) Statistics

- i. Gate Count statistics were provided.
- ii. Circulation statistics were provided.
- iii. Monthly statistics for June were provided.

Greg noted that the library is reformatting statistics and counting differently. The province asks for different statistics as well. It will take about a year to get recording statistics done the way we need it, including space usage which has not been counted before.

The Board discussed holds, which are consistent. This could be because we have a good collection and holds are representing the best of what we provide – new materials with lots of copies. Greg confirmed there is no charge for holds on ebooks.

The Board asked if we could market and publicise our subscriptions better. Susan noted that many subscriptions are used in the library and referred to when helping customers in person. We have whittled subscriptions down to a core of what we need but will improve marketing so that customers know they can use these subscriptions at home.

Greg noted that we will be reviewing performance statistics later this year, including comparison with other comparable libraries nationally.

STAFF:
promote
electronic
databases
and
subscriptions
to the public.

12. 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

13. InterLINK Report

No report. Next InterLINK Board meeting is September 24, 2013.

The Board discussed direct patron access, where customers can request our books delivered to their library for pickup. Greg has invited Michael Burris to the September Board meeting to discuss the issue. Greg asked for questions we can submit to Michael before the meeting.

ACTION

BOARD:
Send
questions to
Greg by
Sept. 10th

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

14. British Columbia Library Trustees Association

No report.

BOARD

15. Items for Decision/Discussion

(a) Long Range Status Report

- i. Status report #8 was included. Greg noted that Virginia McCreedy is on sick leave and Greg, Susan, Lee Anne and Shaneena are attending to priority actions.
- ii. Staff met with IBI Group on July 8th and a summary was enclosed. Greg asked if the Board noticed any red flags or gaps. The Board noted that MindMixer participation was heavily influenced by a few people, but that there was enough response for the total data to be valuable and representative. The key action will be to go back to the public with a report of what they've told us, what we've heard and asking them if we missed anything.
- iii. Public Consultation Outreach Visits Report. Shelley Civkin's report on outreach visits was included. Greg noted at a certain point there is a drop in value related to time spent.
- iv. A summary of *Your Library Your Future* comment themes was included. Shaneena is working with IBI Group to determine what ideas we can implement immediately, which can be implemented later and which could not be implemented until we have a new facility.

- v. A special meeting of the Board and IBI Group has been set for Wednesday, September 18th

BOARD:
Attend Sept
18th special
meeting

(b) Leadership Richmond/Youth Now.

- i. The Board discussed participation in this program through Volunteer Richmond. 2 priority items were identified: at least one Board member must commit to mentoring the youth participant and the Board must provide a clear project for the youth participant to work on. As the Board could not identify a clear project at this time it was decided to defer participation in this program to a future year.

STAFF:
Defer
participation
for
consideration
in 2014

- (c) A revised 2014 preliminary budget was included on table. No action is required at this time. The Board will review in September to reassign allocations if necessary.

BOARD:
Review
allocations.

16. Items for Information

- (a) Peter met with Mayor Brodie on July 2nd. The Mayor expressed interest in where we are with the strategic planning process and wanted to know what we are not going to be doing. They discussed facilities (large central library or smaller branch libraries) and collaboration with other groups like community centres. Greg noted that IBI Group will justify new library facilities in the strategic plan as they are doing the study and analysis, and present the information in a way that is understandable to the Councillors and other decision makers. We committed to a fall presentation to Mayor and Council.

STAFF: plan
and set date
with IBI
Group for
presentation
to Mayor and
Council

- (b) The Minister of Education visited the library on July 30th for an event to recognize the importance of Summer Reading Club. Peter Fassbender is a former Library trustee and was chair of the Fraser Valley Library Board.

- (c) ALA conference reports from Simon, Susan Walters and Shaneena Rahman were presented on table. Susan Koch presented a verbal report. Susan appreciated the variety and enormity on the trade show floor. Simon noted the trade show and talking with vendors was best for Trustee learning. Susan Walters noted that she took away valuable tips regarding engagement of non-users in our libraries and from the trade show, particularly the Tutor.com product. Shaneena valued the key note speakers and how we might be able to incorporate the StoryCorps project concept with Create & Learn.

- (d) The electronic edition of *Feliciter* will be posted to the Board Blog when available.

- (e) The Board Calendar and Work Plan was provided for information.

17. Other Business

None.

18. Date of Next Meeting

A special meeting with IBI Group will take place on Wednesday, September 18, 2013 at 5:30 pm.

The next Board meeting will be **Wednesday, September 25, 2013 at 5:30 pm.**

19. Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:40 p.m.

CHAIR

CHIEF LIBRARIAN