

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, June 26, 2013

Present: Peter Kafka, Chair
Simon Tang, Vice Chair
Councillor Linda Barnes (arrived at 6:25)
Mark Bostwick
Diane Cousar (arrived at 5:35)
Dulce Cuenca (arrived at 6:35)
Pat Watson

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

Absent: Sanjiv Khangura
Susan Koch

BUSINESS SECTION

1. Call to Order

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

As quorum had not been attained the meeting moved to item 3.

3. Educational Session

An outline of educational topics was included for information. Peter asked for input from the Board on future topics. Mark indicated that he has spoken with Michael Burris, who will be invited to a future session. The Board prioritized risk and evaluation for the July meeting and direct patron requests and InterLINK for the October meeting.

(Diane arrived at 5:35)

Greg will give a verbal report on Library Leadership Council. The Board asked to add conference attendance as a future special meeting topic.

(a) Susan Walters presented a demonstration of the prototype website "Create & Learn@yourlibrary", which will become the library's primary resource for creating and sharing community created content. Susan explained that the library is working closely with Mr. Arseny Shchedrinsky, the Director of Business Development for Evident Point Software Corp, to customize digital publishing software used for this project. Mr. Shchedrinsky and his team have contributed free development and promotional time as a way to give back to the community.

This exciting project will mirror the community participation we are seeing in library programming at present.

There are two repositories for content – the “Create & Learn@yourlibrary” website and our catalogue. The Board asked about flooding the catalogue with community created content and Susan responded that criteria for determining what goes into our catalogue and for how long is being developed.

The Board asked about monitoring and moderating. Susan responded that the website is a self-monitoring service since customers can report inappropriate content, but there will also be a staff role in this.

The Board asked if the system is used anywhere else. Susan reported that North Vancouver school district and other schools use a version of the software, but we are the first public library and will be revising the software to better meet library needs.

Susan noted that a follow up demonstration will be scheduled for October, when the website is more completely developed.

Greg noted that the connections made during trustee interviews can be unexpected and this connection demonstrates the value of time spent interviewing candidates.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

.....CARRIED

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of May 29, 2013 be approved as presented.

BOSTWICK/COUSAR.....CARRIED

MOVED: That the minutes of the special meeting of June 11, 2013 be approved as presented.

WATSON/TANG.....CARRIED

5. Business Arising

(a) A letter dated June 19, 2013 to Richmond Children First regarding the Richmond Children’s Charter was included.

6. Correspondence

(a) A letter dated May 15, 2013 from Vancouver Foundation was included.

(b) A letter dated June 11, 2013 to Teresa Wat, MLA was included.

- (c) A letter dated June 11, 2013 to John Yap, MLA was included.
- (d) A letter dated June 11, 2013 to Linda Reid, MLA was included.
- (e) A letter dated June 11, 2013 to Peter Fassbender, Minister of Education was included.

8. Report from Friends of the Library

Debby Newton reported that the Friends recently toured Surrey Public Library. They will also be selling some discarded books to a movie production company for a movie scene taking place in a library.

The Friends are very excited to be helping at Watch This Space as greeters until mid-July. They enjoy connecting with customers, including the under 14 age group, which cannot sign up for Your Library Your Future. (Susan reported that we will be bringing in graphic facilitator Avril Orloff in the fall to work with kids, ages 9 to 13, to develop a visual representation of their contribution to the public consultation.)

Peter thanked Debby and the Friends for their help and would like to attend one of their meetings to thank them in person.

9. Program Reports

- (a) A report on the Adult Summer Reading Club was included. Due to very limited participation in past years, this year the Adult Summer Reading Club has been replaced with a new program, Authors in our Midst. This weekly series has been well attended so far. The Board noted that they are encouraged that staff try alternative programming, even if it doesn't work as well as hoped, and that staff respond to declining participation with other programming.

10. Project Reports

- (a) A report on Occupational Therapy bins, a joint project with Vancouver Coastal Health, was included. Melanie Au presented the contents of two sample bins and discussed how they include activities that support skill building. The bins are put together by Occupational Therapists and contents are purchase and replenished by the Health Department. Children waiting for assessment receive a referral letter which they bring to the library. The bins are then checked out with a library card. Melanie noted that this is an opportunity to work with the Health Department to develop our collection as well, advising us on appropriate collection materials we can add for other families to borrow to support skill building.

Susan also noted that staff have met with Monica Redekopp, Director of Professional Practice, Vancouver Coastal Health regarding a recent donation to Richmond Hospital. They are planning to rebuild a pavilion and looking for a library connection. Staff could assist with book selection, sharing our collection and providing chat services.

- (b) A report on the Dr. Lee Collection was included. Shaneena Rahman reported that staff expect to have all the books that can be circulated put out on shelves

by October. Circulation to date has been on a variety of topics and genres. The Board asked about promotion of the collection. Greg responded that we are waiting until we are a bit further along with processing the circulating books and determining the special collection. Then Wendy will step in with programming.

- (c) A report on Nostalgia Kits was included. Lee Anne Smith presented the contents of a kit, showing the community generated content – anecdotes from seniors on the topic in the form of written reminiscences and recorded conversations. The Board asked how the kits tie in with care homes. Lee Anne responded that volunteers took the kits to care homes and initiated conversations using the interactive activities the kits contain, including photos from the Archives. The Board noted the value of the project and how it could be expanded to involve new Canadians and conversational ESL.

(Linda arrived at 6:25)

- (d) A report on Community Place room conversion was included. This larger space now houses flexible and functional furniture and provides more community based programming.

For example, Lee Anne reported that the room will be used by teacher librarians at an upcoming conference in August. Susan also reported that staff have met with Donna Sargent, Chairperson of the Richmond Board of Education and confirmed that during Education Week 2014 they will partner with us on an event in the library.

(Dulce arrived at 6:35)

Greg will prepare a description of some of the joint activities undertaken by the School Board and Library for Councillor Barnes, who is also school liaison for Council.

11. Hamilton Library Service Update

A report on Hamilton usage was included. The Board requested year over year statistics for comparison. Susan noted that once-a-week service is too limited in temporary space and that staff can't provide what customers want, even though the limited service is staff intensive. A larger, more permanent facility is required for better service and efficiency.

7. Report from Councillor Barnes

Linda reported that the library is high on the list of the Hamilton development report. City staff will be going back to the Hamilton community next month. Replacement of the Minoru pools and aquatic centre is moving forward, with completion scheduled for 2018. Demolition and construction will affect the library. Linda noted that the library's strategic planning is coming at a very good time. Linda attended an opening of a construction project at No. 3 Road and Sea Island Way and noted that eventually there will be a sky train station in that neighbourhood.

12. Customer Comment Forms

Peter noted that the customer comment forms were on table for review. The Board discussed the comment on cancelling holds. Shaneena Rahman responded that customers can use email, chat, text or call to cancel a hold before it has been processed. Once staff have physically processed the hold and the customer contacted that it is ready for pickup, it can no longer be canceled by the customer online - but they are welcome to ask staff to do that for them to avoid the \$1 charge for not picking it up. Shaneena noted that staff process over 24,000 holds per month, system wide.

(a) Summary of Comments

The summary of comments is included for information.

13. InterLINK Report

No report.

14. British Columbia Library Trustees Association

No report.

15. Items for Decision/Discussion

(a) Long Range Status Report

- i. Status report #7 was included. Greg noted that staff are now beginning to focus on Stage 3 and meeting with IBI on July 8th for a presentation on the results of the survey. The Board asked for feedback on presentation to Council. Linda suggested that a general overview be presented first in early fall, followed up by the formal Strategic Plan.
- ii. Stage 2.3 Observational Research Results – Staff Analysis was included.
- iii. A Your Library Your Future website status report was included. Virginia reported that over 1,000 people have registered on the website to date and 885 are active. Outreach is being planned at Community Centres, City Hall, the Oval, and Richmond Centre.

The Board noted they are very happy with the results to date and that the processes and tools are very valuable. The quantity of public activity on the website is also valuable. The Board noted they are aware of how staff intensive making this happen has been, but that the results will be very much worth the effort.

- (b) Pat Watson suggested that the Board consider developing a “youth advisory” group of under 30 year olds to provide a voice on the Board. The name of the group and age range is to be developed, but Pat noted that this demographic, from the last year of high school through their 20s, is missing a chance to be part of the library. She suggested that the Board considered embracing them or possibly lose them for a decade or more, not reconnecting until they start families. Pat has seen the Youth Advisory strategy work on other Boards she contributes to.

Greg confirmed that we have had youth participation through Leadership Now, but those participants were not Trustees, and that the Library Board has not had Trustees in that demographic in the past. The Board suggested possibility holding one seat on the board for this age group. Greg will come back with further youth representative information and how this can fit into the Board structure.

- (c) A revised donations policy was included. The Board discussed the purpose of the policy, which is to separate the Board's actions from Administration. Section 7.3 outlines the Board's ability to say no to a proposed donation, while Section 7.4 explains why special or unusual donations would be accepted or rejected.

The Board agreed the policy has good structure.

MOVED: That the revised donation policy be approved.

WATSON/BOSTWICK.....CARRIED

- (i) A report of donations under \$25 was included for the year 2012 and 2013 to date. Greg noted that there were a small amount of donations in this range and that it is not overly labour intensive for staff to produce tax receipts. To raise the limit would not necessarily increase donations.

Diane noted that the online list of donors has not been updated and that the number one reason people donate is recognition. Greg noted that this was an unfortunate oversight and will ensure that staff are directed to update the list regularly.

16. Items for Information

- (a) A fact sheet for recently elected MLAs and the Minister of Education was included.
- (b) Peter will meet with Mayor Brodie on July 2nd.
- (c) The Chief Librarian's Performance Review information was included. Practice is for the Chief Librarian to prepare a report to the Chair and Vice Chair of action on their priorities for the past year. The Chair and Vice Chair will then provide the Chief Librarian a letter outlining his new priorities for the coming year. This will be provided to the next closed meeting for discussion. Peter asked if any Board had feedback to please let him or Simon know.
- (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

The next Board meeting will be **Wednesday, July 31, 2013 at 5:30 pm.**

19. Adjournment

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

CHAIR Peter J. ...

CHIEF LIBRARIAN Greg ...