

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, May 25, 2011

Present: Peter Kafka, Vice Chair
Mark Bostwick
Diane Cousar
Dulce Cuenca (arrived 5:55 pm)
Sanjiv Khangura
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Pat Watson, Chair
Councillor Linda Barnes
Susan Koch

Guests: Councillor Bill McNulty
Jim Kojima, President, Steveston Community Society

Bill presented 5 copies of his latest book *Steveston: A Community History* to the library, which was funded and printed by the Steveston Community Society. The Board thanked Bill for his hard work in researching this book, and the Steveston Community Society for publishing it. The book will be added to our collection.

BUSINESS SECTION

1. Call to Order

The meeting was called to order at 5:40 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

BOSTWICK/TANG.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of April 27, 2011 be approved as presented.

BOSTWICK/COUSAR.....CARRIED

4. Business Arising

(a) A report of outstanding items to be brought forward was included for information.

5. Correspondence

- (a) A letter dated May 11, 2011 from the Canadian Diabetes Association re: 2011 Outstanding Regional Partnership Award was included.

EDUCATION SESSION

6. (a) An outline of topics completed and planned for future was included for information.
- (b) Shaneena Rahman presented a session on the system for processing customer holds and privacy issues. She reported that the library processed over 23,000 holds in April.

The library purposefully purchases several copies of many popular titles to keep the holds queue as short as possible. Customers are limited to 15 holds at a time, but there is no annual limit.

Staff prepare a daily pick list – today's is 47 pages long just at Brighthouse Branch – and staff use this list to find the materials customers have requested. The materials (books, CDs, DVDs, etc) are scanned, a correctly sized wrapping paper is printed and the customer is immediately notified that their hold is ready for pickup. Notification can be by email, telephone, or if neither method is successful by regular mail. Staff then place the material in the holds pick up area and the customer has 7 days to check it out. Of the 23,000 April requests, about 900 are not picked up, and the customer's account was charged \$1 per item.

Shaneena surveyed Metro Vancouver public libraries on their holds processes and distributed the results of her survey to the Board. Of the ten libraries surveyed, Richmond is the only library that wraps the book in such a way that the title is not visible. West Vancouver also provides an option for the customer to change their 'pick up' name, using a pseudonym.

Shaneena then demonstrated the variety of ways libraries shelve holds. She explained that our method was developed when Ironwood Branch opened. Our method of wrapping the book and placing it in a self-service area is convenient for our customers, while maintaining their privacy. Ironwood even has a short term parking space by the front door, allowing customers to park, come into the library, quickly pick up their hold items and self-check them out, avoiding any line ups.

The library chose to balance cost efficiency and privacy issues. While our method of processing is time intensive for staff, it provides the most privacy of any public library in the area and satisfies our customers. Circulation staff keep an eye on the holds area, and we have not had any reported problems. Our process is not enticing to browsers – all anyone can see is white paper.

The Board discussed privacy in general and Greg reported that there is a privacy guideline for libraries. Dulce pointed out that the public has little reasonable expectation of privacy in holds, while their expectation of privacy regarding the release of their borrowing records to others would be very high.

The Board noted they are confident that we are meeting privacy guidelines, satisfied that customer's privacy is being protected and that customers are also satisfied with the service.

The Board asked if we could also offer pseudonyms to customers who request it and Shaneena committed to ensuring that staff are aware of and offer this option to concerned customers.

STAFF OPERATIONS

7. Food for Fines Report

Food for Fines was offered again the week of April 27 to May 8 as the first event in our 35th anniversary celebration.

Lee Anne Smith reported that the Richmond Food Bank was very grateful and noted that the quality of donations was significantly higher than the last Food for Fines drive. This was attributed to an effective book mark designed by Rebecca Ferrie.

Our goals were to have long overdue items returned and outstanding accounts paid down.

The Board asked how much potential revenue we lost. Lee Anne reported that \$5,848 in fines were waived, but more importantly we also got back over 200 items we might not have seen again and generated considerable goodwill with our community.

There are no plans to repeat the event in the near future, but it was noted that customers were very appreciative and look forward to the next time it is offered.

8. Operating Budget Review

An update including explanatory notes was provided on table. Significant variances were explained:

- Revenues are less because some funds are not received until the 2nd or 3rd quarter.
- Book fines, photocopy, printer and vending machine revenues are closely related to circulation. Recovery in circulation is slower than anticipated.
- Salaries are the only item distributed evenly throughout the year.

- Other purchases are paid at the beginning of the year ex: subscriptions, memberships, computers, collections, program costs.
- Several accounts are the responsibility of the City of Richmond and will not be included in future quarterly reports.

9. Canada Day at the Library

A report from Wendy Jang indicating that we will celebrate Canada Day and Canadian Multiculturalism Day on Sunday, June 26th from 11 am to 4 pm was included.

The chair and other library trustees were invited to attend.

10. Chief Librarian's Verbal Report

Greg reported that he has been on the Board of the BC Libraries Cooperative for the past 2 ½ years. His Board involvement ended with their annual general meeting last week, when new directors were elected. The Cooperative oversees provincial development of automated library services, cooperation and cost savings.

Greg is currently working with Virginia McCreedy to devise a social media strategy, focussing on what the library wants to achieve with social media. The public catalogue will have social media functions. Greg will present a more comprehensive social media strategy next month.

Merchandising the collection continues, including an overhaul of the Chinese collection, new DVD dispenser for Cambie Branch and week-by-week evaluation of Powerwall and kiosk categories.

The recent fire in Slave Lake destroyed their public library. There is a national effort to help them rebuild, and we will be taking part by donating appropriate materials from our collection.

COMMUNITY

11. Report from Councillor Barnes

No report.

- (a) Notes from a meeting between Linda and the Board Chair were included for information. Discussion of a consultant's report will be brought forward at the next meeting.

12. Friends of the Library

No report.

13. InterLINK Report

No report. The next meeting is May 31, 2011. Sanjiv will also attend with Mark as the RPL Alternate.

14. BCLTA Report

Peter reported that the BCLTA Board meets once a month by phone. Peter has volunteered for the communications committee, which will send a trustee survey about communication issues. All trustees are encouraged to take part.

Conference 2012 is in planning and may be held in Richmond.

15. 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.

16. Donation Ceremony for Richmond Chinese School Foundation

Greg reported that the Foundation appreciated the large plaque, which is now mounted in the program room named for them, and the unveiling of an enhanced collection of Chinese materials. The event was a success and the Board thanked all who attended.

BOARD17. Items for Decision and/or Discussion

(a) Fund Development Status Report for May 2011 was included.

- i. Donation ability through the website is in progress. The online fine payment system is working well and we are planning a similar system for donations next. The John Collison Community Development collection is nearly ready and a ceremony to celebrate this collection will be arranged in the fall.

(b) Policy Development Status Report for May 2011 was included.

- i. *Privacy Guidelines for British Columbia Libraries* will be reviewed at an upcoming meeting and outstanding issues postponed to Q3 if necessary.

(c) Strategic Planning Status.

- i. Status Report for May 2011 was included.

- ii. The 3rd draft of the Strategic Plan was enclosed for content review. There were no comments on the listed activities. The Board commended that the Strategic Plan supports the vision of the Premier's Technology Council, and a clearer link of experience and knowledge to the creation of value to our community would be helpful. Dating the document was also suggested, 2011 to 2014.
- iii. The Library Board work plan that accompanies the Strategic Plan was included for information.
- (d) The 2010 Statement of Financial Position was included for information and approval by the Vice Chair.
- (e) Notes of February 8th Special Meeting and status update was deferred to the next meeting.
- (f) Leadership Richmond Youth Now Participation discussion was deferred to the next meeting.

18. Items for Information

- (a) A *Richmond News* article dated May 11, 2011 on Steveston: A Community History by Bill McNulty was included for information.
- (b) The calendar and work plan were included for information.

19. Other Business

A photo of the portable puppet theatre in use was included.
An invitation to the grand opening the new Hamilton Community Centre on Saturday, May 28, 2011 was provided on table.
A news clipping from the Saturday, May 21, 2011 *Globe and Mail* titled "Don't discard the librarians" was provided on table.
A news clipping from the Tuesday, May 24, 2011 *Vancouver Sun* titled "Libraries face growing demand for ebooks" was provided on table.

20. Date of Next meeting

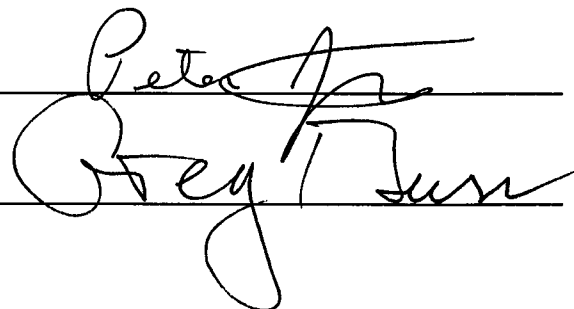
The next meeting is **Wednesday, June 29, 2011 at 5:30 pm.**

Adjournment

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

VICE CHAIR _____

CHIEF LIBRARIAN _____



The image shows two handwritten signatures in black ink. The first signature is written over a horizontal line and appears to be 'Peter [unclear]'. The second signature is also written over a horizontal line and appears to be 'Greg [unclear]'. The signatures are cursive and somewhat stylized.