

**WEDNESDAY, JUNE 24, 2020****5:30 - 7:30pm**

Meeting held via Webex videoconference

**Board Present:**

Robin Leung, Chair  
Jordan Oye, Vice Chair  
Caty Liu  
Chaslenn Gillanders  
Danielle Lemon  
Denise Hawthorne  
Denise Hui  
Traci Corr  
Linda McPhail, Council Representative

**Staff Present:**

Anne Bechard  
Iris Lee  
Mark Ellis  
Shaneena Rahman  
Victor Lai

**Friends of the Library:**

No Attendees

**CUPE 3966 Representative**

Kate Adams

Susan Walters, Chief Librarian and  
Secretary to the Board

**1. Call to Order and Land Acknowledgement**

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

**2. Approval of Agenda**

MOVED: THAT, the agenda be approved as presented.

Hawthorne/Corr.....CARRIED

**3. Business Section****(a) Approval of Meeting Minutes**

MOVED: THAT, the minutes of the regular meeting of May 27, 2020 be approved as presented.

Liu/Oye.....CARRIED

**(b) Business Arising**

None

**(c) Correspondence Included for Information:**

(i) Letter to the Select Standing Committee on Finance and Government Services.

S. Walters shared a draft letter highlighting 2021 B.C. Government Budget Priorities. The Library Board gave direction to proceed.

**4. Education Session****(a) Summer Reading @ RPL**

K. Adams presented an overview of the Summer Reading Club (SRC) program for 2020. This program encompasses all ages from children to teens to adults and will be primarily online due to the pandemic. With community members impacted by social isolation, there will be an emphasis on connecting the public with the library and also with each other.

The British Columbia SRC (BCSRC) theme for 2020 is "Explore our Universe" and an online portal has been created for registration and to track progress, earning virtual badges along the way. BCSRC will assist with the tracking of metrics for this program. The library will also be handing out the booklets through our curbside holds pickup service for those who prefer not to or cannot sign

up online. Children and their families will be encouraged to connect with their local library at the end of summer to collect their medals.

Teens can participate by writing short book reviews to win prizes and checking out programs that include Virtual Escape Rooms, trivia challenges and a bookmark design contest. For adults we will again be hosting the One Book Three Cities program. This year the book is Dear Life by Alice Munro. Customers will have opportunities to borrow Dear Life in ebook or print formats. The online forum will launch June 29<sup>th</sup> with additional adult programs to follow.

D. Hawthorne inquired about the security of the online forum. K. Adams confirmed that there is a new platform for 2020. M. Ellis noted the original forum platform was vulnerable to botnets flooding it with fake registrations but there was no risk to individual's accounts. The new platform is more secure and forum moderators will also be tracking unusual activity.

J. Oye inquired about typical June registration and noted it would be interesting to compare annual participation. K. Adams indicated 500 registrations in week one is typical but this can vary annually as schools have different year end dates. K. Adams will share the current metrics from BCSRC at the July meeting. As there are accessibility issues when only offering online options RPL will also be offering paper booklets and while those numbers will be recorded, the most accurate metrics for 2020 will be the online registrations.

C. Gillanders commented that this is excellent work and asked if the challenges to register children will result in no trophy being handed out. She also indicated that the medals are greatly appreciated by children and asked how they will pick up medals if the annual ceremony cannot take place. K. Adams noted that as there is a concern about equal access, the trophy has been placed on hiatus this year. She also noted that medals will still be available and that there is intent to plan a celebration event but how this will look will depend on health guidelines. Information will be shared with the community towards the end of summer.

## 5. **Community**

### (a) Councillor's Report

L. McPhail provided a report on recent City initiatives including the Statement Against Racism and Violence related to the COVID-19 Pandemic. C. Gillanders inquired whether there will be training to support the statement and if Council will participate. L. McPhail confirmed that in the Cultural Harmony strategy, training is included.

J. Oye inquired about the status of capital projects, specifically about the Steveston Community Centre and Library project. L. McPhail indicated that her understanding from staff is that only one project is delayed due to the pandemic and all other projects are moving forward.

### (b) Friends of the Library Report

S. Walters indicated that the Friends could not attend. On their behalf she shared that they are considering holding a book sale in the Cambie branch's parking lot. Staff are reaching out to the property manager to see what is possible. D. Hui indicated that she can assist as needed.

### (c) Summary of Customer Comments

A summary of customer comments was included for information.

J. Oye noted the positive website feedback and suggested a possible banner improvement. C. Liu suggested that in addition to being able to provide website feedback on the comments form,

implementing an easy to find feedback tool on each page may encourage more feedback. S. Walters noted that staff will take this under advisement as they continue to work on the website.

## 6. Board

### (a) Risk Management and Liability Report

V. Lai indicated that COVID-19 is the most significant risk the library is facing at the moment.

T. Corr noted two discrepancies in the Governance Oversight column; under Information Technology Management was not listed and under Staffing the Board was not listed. J. Oye noted that physical space would be one of the larger risks and asked if with leases coming up for renewal are alternative solutions being considered? S. Walters noted that these 3 changes would be made and that facility need discussions have begun; the Cambie (2029) and Ironwood (2023) branches are noted on the Corporate Facility Needs List but not yet prioritized.

### (b) CULC Statement on Race and Social Equality

S. Walters explained that given the current global situation CULC has asked library leaders to bring forward this statement for re-endorsement by library boards. This statement was previously endorsed by the RPL Board. CULC plans to have a speaker address personal bias and white privilege at the fall meeting. S. Walters suggested that this topic be a focus of 2021 organizational training.

C. Gillanders commented that she very much supports this statement and inquired about the diversity of RPL. S. Walters noted staff will work on a strategy to collect this information and will report back to the board. The Board agreed to endorse the CULC Statement on Race and Social Equality.

## 7. Standing Items

### (a) Roundtable Discussion

T. Corr reported that the 2020 Trustee Recruitment Committee will be meeting in early July to solicit feedback from last year's Board recruitment process. She has had the chance to utilize the curbside holds pick up service and an online book club. Both were done well.

D. Hui attended a BCLTA governance workshop and noted that sessions fill up quickly. She also noted that North Vancouver District Public Library is similar to RPL in that it does not have a foundation set up as part of their fund development strategy. She will connect with them to learn more about their fundraising initiatives and foundation structure.

R. Leung indicated that he, J. Oye and S. Walters will be meeting with the Sister City Advisory Committee to begin discussions about the future of the One Book Three City program. Both the SCAC and the library value the relationship and recognize the opportunities for further collaboration. While there was some interest in having Wakayama, Japan, and Pierrefonds, Quebec, participate in the 2020 program, the pandemic has delayed this to a future year.

### (b) InterLINK Report

T. Corr reported that the fall education workshop will be on reconciliation led by Barb Lawrie and Harlan Pruden. InterLINK is hoping that this learning journey will be a model for other libraries. More information will be forthcoming in the summer that will include webinars, books and videos. In response to T. Corr's question about the best way to share this information with the Board S. Walters noted that if the information is shared she can create a separate page on the Board blog.

T.Corr also that the InterLINK Board have been asked to share what stage their library is at and asked if she could have access to an updated report. S. Walters noted that staff will provide an update to the Board at the July meeting.

(c) BCLTA Report

C. Liu indicated that the next BCLTA Board meeting is in July and shared that Jerrilyn Schembri is the new Executive Director. Jerrilyn is a past board chair for BCLTA and has extensive connections and experience. She also shared that there are three upcoming trustee workshops and that the transcripts of the Library Partners presentation to the 2021 Budget Committee are available.

In regards to the latter, S. Walters indicated that she has shared the presentation, written transcript and audio, to the Board blog.

**8. Chief Librarian's Report**

S. Walters noted that she updated the Board with information regarding the next steps in the library's program and service restoration, noting what's been accomplished and shared information regarding the CUPE BC letter campaign. Our Union President has indicated that the executive and staff are comfortable with our current pace of service restoration, which as mentioned before is a safe, slow and steady approach. Libraries are some of the last truly open and accessible spaces in our society and we are on track to introduce limited services in late July (Brighthouse) and August (branches.)

Library staff are also working on the 2019 Annual Report when time permits and note that we are behind our typical schedule.

S. Walters reported that she is pleased to share she is the new Vice Chair/Chair Elect for the Association of BC Library Directors and will be working closely with Elizabeth Tracey (Chair) from Whistler Public Library, Andrea Freeman (Director) and Ursula Brigl from Cranbrook Public Library who is taking over the Treasurer/Secretary role from S. Walters. The Board shared their congratulations.

**9. Operations**

Management Reports Included:

(a) RPL Response to Covid-19

D. Hui noted that the computer labs have been delayed from June 22 to the 25 and was curious to know the interest in the service. She also inquired whether the public bathrooms would be open during the computer service lab and if so, how will staff prevent the public from wandering within the library. A. Bechard replied that due to a key staff absence, the start date was pushed slightly to ensure plans were safely in place and staff were fully oriented to the service. She also noted that staff will report back on the service and have strategically blocked off sections of the library to prevent unwanted use.

C. Gillanders indicated that it is great to be offering the computer labs and inquired about how we will inform community that currently has no access to computers. A. Bechard indicated that emails have been sent to community partners such as the Food Bank, Turning Point and more to share with their clients and contacts.

T. Corr inquired about how this service will work and how customers will enter the library. A. Bechard noted that customers will begin registering 10 minutes prior to each session and will be accessing the library via the Living Room emergency entrance. Signage has been placed on the outside walkway and throughout the library to safely direct customers. S. Walters suggested that staff will share photos with the Board to demonstrate how the service will work.

C. Liu inquired about the Executive Assistant position and the recruitment process. S. Walters responded that she and I. Lee are currently working on the job posting with the intent of posting it in early July. The focus of this recruitment will be on finding the best fit for this position and not rushing to fill it. They are confident that there will be a strong list of applicants to choose from.

**10. Items Included for Information**

None

**11. Other Business**

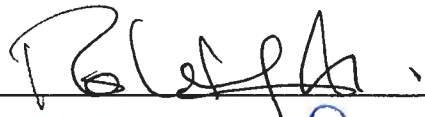
S. Walters informed the Board that she has drafted biographies for each trustee based on their most recent Board applications; however, they will each want to review and consider making edits. She will share several already approved trustee biographies as samples. The soft deadline is Thursday, July 2, at which time the website team will start to upload them to the new website.

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, July 29, 2020 at 5:30pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:51pm

CHAIR 

CHIEF LIBRARIAN 