

**WEDNESDAY, JULY 29, 2020  
5:30 - 7:30pm**

Meeting held via Webex videoconference

Board Present:

Robin Leung, Chair  
Jordan Oye, Vice Chair  
Caty Liu  
Chaslynn Gillanders  
Denise Hawthorne  
Denise Hui  
Traci Corr  
Linda McPhail, Council Representative  
  
Susan Walters, Chief Librarian and  
Secretary to the Board

Staff Present:

Anne Bechard  
Iris Lee  
Mark Ellis  
Shaneena Rahman  
Victor Lai

Guests:

Dorothy Jo, City of  
Richmond

Friends of the Library:

Bonnie Walker  
Elaine Tsi

CUPE 3966 Representative

Kate Adams

Regrets:

Danielle Lemon

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

The meeting was called to order at 5:32pm.

**2. Approval of Agenda**

MOVED: THAT, the agenda be approved as presented with the addition of item 6(b).

Hawthorne/Gill.....CARRIED

**3. Business Section**

(a) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of June 24, 2020 be approved as presented with a minor edit to page 4.

Oye/Corr.....CARRIED

(b) Business Arising

None

(c) Correspondence Included for Information:

None

**4. Education Session**

(a) Cultural Harmony Plan

S. Walters introduced Dorothy Jo, the City of Richmond's Inclusion Coordinator, Community Social Development. D. Jo presented an overview of the Cultural Harmony Plan 2019–2029, a commitment by the City of Richmond to work with Community Associations and Societies, key stakeholders and citizens to facilitate intercultural understanding among Richmond's diverse communities, reduce barriers faced by different segments of the city's population, and develop programs and services that are inclusive and relevant so that all Richmond residents can participate in all aspects of community life.

---

The Board Chair noted that S. Walters will gather some examples from other libraries for the Governance Committee to review.

**7. Standing Items**

(a) Roundtable Discussion

None.

(b) InterLINK Report

None.

(c) BCLTA Report

None.

**8. Chief Librarian's Report**

S. Walters noted that the library is on track with the continuum of program and service restoration, with limited service implemented at Brighthouse and curbside service continuing at the branches. Public feedback on limited service has been positive with most customers wearing masks. Given the recent spike in cases, scheduled summer vacations, and the time it will take to recall additional staff, library management is recommending extending the pilot phase for limited service at Brighthouse before expanding this to the branches. The expansion was originally planned for mid-August and early September is now preferred. At this time the library will be increasing services to include Saturday service at Brighthouse and Steveston. The Board supported this recommendation.

The Board discussed the possibility of relocating the two book dispensers and DVD dispensers to provide improved public access during current and possible future facility closures. Library staff will investigate further.

**9. Operations**

Management Reports Included:

(a) RPL Response to Covid-19

D. Hui inquired about Taleo, a business solution to manage key talent management processes from hiring to learning and development. V. Lai confirmed this was funded through reallocated 2020 operating budget funds. The library was invited to participate by the City and this was a prime opportunity to benefit from the City's purchasing power.

D. Hawthorne asked about the 72hr quarantine of returned items and staff safety in handling these materials. S. Walters noted that the Joint Health & Safety Committee has confirmed that there is a continually updated Safe Work Plan for Materials Handling that ensures safety protocols and training is in place. Studies show there is minimal transmission risk from touching surfaces; handwashing is still the best line of defence. Staff have also been provided with face masks, face shields and gloves.

(b) Indigenous Services Update

T. Corr asked if it would be possible to share the Musqueam Nation recommendations for the library's Indigenous Services Plan (ISP). A. Bechard noted that she would follow up with a representative from the Musqueam Nation to ensure that the recommendations can be shared confidentially with the Board. She also noted that due to the pandemic, the communication process with the Musqueam Nation has been delayed due to other priorities facing both the library and the Musqueam Nation. A. Bechard shared a high-level idea of what the recommendations

**5. Community****(a) Councillor's Report**

L. McPhail provided a report that included links to the City of Richmond's COVID-19 Economic Response and Recovery Measures report as well as updates on the restoration of programs and services including outdoor fitness classes, day camps, spray parks and the Steveston outdoor pool. She also noted the call out for artists and other creatives for Culture Days 2020 and that Richmond would be celebrating Virtual Pride Week from July 27-August 1 with a number of events including an online drag queen storytime (collaboration between the library and the Hamilton Community Centre.)

**(b) Friends of the Library Report**

E. Tsi confirmed that the Friends are moving forward with their plans to hold a book sale in the Cambie branch's parking lot on Saturday, August 22 with the approval of the strata management. She thanked library staff for their assistance.

**(c) Summary of Customer Comments**

A summary of customer comments was included for information.

**6. Board****(a) RFID Technology Investment**

M. Ellis presented the business case for upgrading the Brighthouse sorting system, which would eliminate the need for a hybrid solution, allow for future technology advancements, reduce future service and replacement costs, increase workflow efficiencies, and complement the already approved RFID upgrade to the two self check-in units (Brighthouse) and self check-out units (all branches) and RFID collection tagging project.

J. Oye asked for clarification on the various project costs. V. Lai confirmed the approved costs and current request for surplus funding, noting a significant operating surplus for 2020 is projected. 2021 budget preparations will begin in the fall. C. Liu asked how staff will be redirected. S. Rahman noted that staff will be freed up to work more closely with the public, supporting customer service initiatives. While there will be no direct staff savings costs, staff will welcome focussing on the higher-level functions of their positions and our community will benefit.

C. Liu noted that there will be no staff cost savings and the pandemic impact to the 2021 operational budget is still unknown. For this reason she is not supporting the motion.

J. Oye noted it is important to implement technology that supports future innovations.

MOVED: THAT, the Richmond Public Library Board approves the transfer of \$154,000 from the library general operating surplus to cover the upgrade of the Brighthouse sorting system and movement of the existing sorting system to the Ironwood Branch.

J. Oye/D. Hui.....CARRIED

As prearranged, C. Liu left the meeting at 6:30pm.

**(b) Conflict of Interest**

D. Hawthorne noted that in reviewing the 2020 Trustee Recruitment Committee (TRC) process the committee felt that the current Conflict of Interest section in the Code of Conduct adopted by the board for the Committee Terms of Reference in 2019 should be reviewed. This section of the code focuses on financial interest and should be broader in scope, including relationships for example.

encompass, noting that the library will be connecting with City representatives as some of the recommendations would impact Municipal policies.

Staff Operations Reports Included:

(c) Summer Reading @ RPL Update

S. Walters noted that the usual finale will not be possible this year and that staff are planning on how best to recognize readers and award medals and prizes safely for 2020. If it is determined there can be a role for the Board, this information will be forthcoming.

**10. Items Included for Information**

(a) City of Richmond 2019 Annual Report

S. Walters noted that the correct links have been posted to the Board blog.

**11. Other Business**

(a) RPL Board Recruitment for 2021

R. Leung reminded all trustees whose terms are expiring that they will need to reapply by the deadline. S. Walters noted that the application forms and communications about the recruitment process will be available to the public on August 20 and that the deadline to submit applications to the City Clerk's Office is September 21. T. Corr noted that the 2020 Trustee Recruitment Committee (TRC) has provided their recommendations to the 2021 committee.

J. Oye asked if the process will be virtual this year. S. Walters noted that the library is one of the only boards that conducts in-person interviews. If the TRC decides to interview, she noted that virtual interviews would be recommended. C. Gillanders strongly encouraged the TRC to meet with candidates as it is an important component of the recruitment.

R. Leung noted that an offer to shift agenda items was made as he was aware C. Liu had to leave the meeting early. This can be done at the beginning of any meeting.

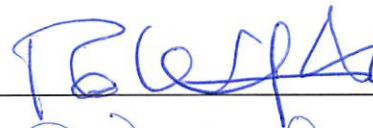
**Next Meeting**

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

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 7:11pm.

CHAIR



CHIEF LIBRARIAN

