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WEDNESDAY, NOVEMBER 25, 2020  
5:30 - 7:30pm

Meeting held via Webex videoconference

Board Present:

Robin Leung, Chair  
Jordan Oye, Vice Chair  
Cathy Liu  
Chaslynn Gillanders  
Danielle Lemon  
Denise Hui  
Traci Corr  
Linda McPhail, Council Representative

Staff Present:

Anne Bechard  
Iris Lee  
Mark Ellis  
Shaneena Rahman  
Victor Lai  
Linden Jessome  
Ariana Galeano

CUPE 3966 Representative

Kate Adams

Susan Walters, Chief Librarian and  
Secretary to the Board

Regrets:

Denise Hawthorne

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1. Call to Order and Land Acknowledgement

The meeting was called to order at 5:31pm.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

D. Hui/D. Lemon.....CARRIED

3. Business Section

(a) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of October 28, 2020 be approved as presented with minor edits to page 2 and 3.

C. Liu/D. Hui.....CARRIED

(b) Business Arising

None.

4. Education Session

(a) 2020 Education Session List of Topics

The Library Leaders Excellence and Development (LLEADS) project presentations (K. Adams and C. Ho) will form the education session in January.

(b) The Librarian's Guide to Homelessness Training with Ryan Dowd

A. Galeano presented the Librarian's Guide to Homelessness Training to the Board of Trustees. A. Galeano presented the overview of this year-long staff training initiative. In support of the library's 2019-2021 Strategic Plan, this organizational-wide training was implemented with the goals of building and growing our community by reaching out to vulnerable populations and investing in staff. The focus is to encourage staff to respond to challenges and incidents with customers with empathy-driven enforcement.

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Participation in the Ontario Library Association (OLA) and BC Library Association (BCLA) conferences as well as anti-racism, trauma-informed care and PIC training opportunities will be provided.

## 5. Community

### (a) Councillor's Report

L. McPhail noted that the City of Richmond is looking for volunteers to become Snow Angels to help clear snow and ice from homes of residents that are elderly, ill, or have mobility concerns. The City is introducing a convenient online hub to provide snapshots of a number of City initiatives which help ensure it is a thriving place to live, work, and do business. Council will continue with the online meeting format until the end of the year, with the exception of a few committees which will resume in-person. L. McPhail was pleased to share she has been reappointed to the Library Board as the Council liaison with B. McNulty as the alternate.

### (b) Friends of the Library Report

None.

### (c) Summary of Customer Comments

A summary of customer comments was included for information.

## 6. Board – Items for Decision and/or Discussion

### (a) RPL 2020 Audit Planning Schedule

#### i. RPL 2020 Audit Planning Report from KPMG

V. Lai presented the planning report from KPMG to the Board of Trustees for information. The audit is scheduled for February with their report to be presented in March. Due to the current pandemic, the audit will be conducted virtually.

### (b) Call for Nominations – 2021 Board Chair and Vice-Chair

R. Leung submitted a call for nominations for the Chair and Vice-Chair of the Board of Trustees for 2021. J. Oye expressed interest in running for Board Chair in 2021. R. Leung advised remaining trustees to give the decision some thought and to reach out to him with any questions and their intent in advance of the January meeting.

## 7. Standing Items

### (a) Roundtable Discussion

T. Corr presented the Knit and Crochet club program which she participates in to the Board of Trustees. She expressed her appreciation for the utilization of library space for this program as it allowed the program to flourish. D. Lemon has registered for the BCLTA seminar on Enhancing Board Relationships and Decision Making with Daneve McAffer and encouraged any interested trustees to join. L. McPhail has attended the Metro Vancouver Forum on Systemic Racism and encouraged other interested trustees to partake. A link will be shared on the Board Blog for more information. C. Liu attended the BCLTA seminar to discuss COVID-19 and the impacts on board. She noted takeaways surrounding the challenges of remote meetings and why sessions are not recorded. D. Hui attended the ABCPLD Advocacy in 2020 and Beyond seminar along with C. Liu and S. Walters, she felt the seminar was very good and had a lot of relatable topics.

### (b) InterLINK Report

InterLINK's provisional budget has been shared with library directors for Board discussion and approval ahead of the next InterLINK Board meeting on February 23, 2021. R. Leung confirmed it will be presented at the January meeting. InterLINK is pleased with the progress they have made

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developing their Truth and Reconciliation curriculum and will be working with partners such as BCLTA to invite input and extend the reach within the BC library community.

(c) BCLTA Report

No report to present. Next meeting scheduled in December.

**8. Chief Librarian's Report**

S. Walters noted that she, City staff and the broader library community continue to meet and review statistics related to the COVID-19 pandemic to better plan for service restoration, possible shifts along the restoration continuum and library safety. S. Walters is appreciative of the City of Richmond's and RPL's proactive decision to implement mask guidelines for facilities in advance of the PHO order as we were not scrambling to put this into effect as so many other municipalities and libraries were. To reduce the risk to the library in the event of an outbreak, staff have been divided into two bubbles and aside from the BSWs, will not physically work together for the foreseeable future. The exempt team has also reverted to two teams, alternating days in the office. All staff must complete a daily health declaration when reporting to the physical workplace and as much as possible with our expanded service hours, staff are being accommodated in remote work. It is important that the library continues to offer service during this pandemic as our resources are essential to the well-being and mental health of our community. Discussions regarding the "essential" service of libraries are being raised with the provincial government so that we do not follow the lead of other provinces in closing their libraries.

A donation was received for \$500 in undesignated funds to help support services for vulnerable persons. The donor has expressed interest in future donations and S. Walters will be bringing this to the Fund Development Committee's attention as a donor relationship to nurture.

The staff Long Service awards have been scheduled for November 26, 2020 and will take place over Zoom. R. Leung, D. Hui and L. McPhail will be joining the online ceremony and if any other trustees are interested in participating, please reach out to L. Jessome.

**9. Operations**

Management Reports

(a) Restoration of Services

The library continues to expand access to programs and services to meet community need while adhering to safety protocols. D. Hui asked if it would be possible for a copy of documents referenced in the Human Resources section of the report, the COVID-19 Staff Response and COVID-19 – Sudden Outbreak Initial Response Guideline, be shared to the Board Blog for trustee reference. S. Walters will follow up with staff.

**10. Items Included for Information**

(a) Making a Library Donation

A. Bechard presented details surrounding the GivingTuesday campaign taking place December 1, 2020 and encouraged the Board of Trustees to promote. R. Leung encouraged library trustees to consider a donation to the library. J. Oye recommends adding language to the library's regular donation site to state the giving levels where tax receipts are provided to those making donations.

**11. Other Business**

L. Leung informed the Board of Trustees that D. Hawthorne has not applied for reappointment. At her request, D. Hawthorne's gift of appreciation will be redirected as a donation to purchase children's materials for the collection. On behalf of the Library Board, R. Leung will send a thank you card.

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, January 27, 2021 at 5:30pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:28pm.

CHAIR



CHIEF LIBRARIAN

