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**WEDNESDAY, OCTOBER 26, 2022****5:30PM - 8:30PM**

Meeting held via Zoom video conference

**Board Present:**Jordan Oye, Chair  
Caty Liu, Vice Chair  
Chaslynn Gillanders  
Denise Hui  
Diane Cousar  
Nabeel Abrahani  
Rachel Ling'  
Sherine Merhi**Staff Present:**Anne Bechard  
Charles Leung  
Eva Yu  
Iris Lee  
Shaneena Rahman**Guests:**

Helen Varga, CUPE 718-05

**Friends of the Library:**

Betsy Blair, Chair

Linda McPhail, Council Representative

Susan Walters, Chief Librarian and  
Secretary to the Board

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**1. Call to Order and Welcome**

The meeting was called to order at 5:30pm with J. Oye providing the welcome.

In recognition of this being Councillor McPhail's last meeting, the Library Board shared their appreciation for the valuable contributions she has made as our Council Liaison over the last five years.

**2. Approval of Agenda**

MOVED: THAT, the agenda be approved as presented.

S. Merhi/D. Hui.....CARRIED

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

MOVED: THAT, the minutes of the regular meeting of September 20, 2022 be approved as presented.

R. Ling/C. Liu.....CARRIED

**(b) Business Arising**

None.

**(c) Correspondence**

None.

**4. Presentation**

(a) None.

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

Report is included in the package. L. McPhail added that with the elections complete, the new Council Liaison for the Library Board will be announced at the inaugural Council Meeting on November 7, 2022.

No comments or questions raised on this report.

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

B. Blair noted the building permit is in place and that the contractor has been onsite. It is hoped the work can be completed by November 30. The FOL are excited to be up and running again in their remodeled space in the New Year.

B. Blair also shared that the FOL Executive has provided the library with a \$5,000 cheque for their annual contribution to the Richmond Community Foundation which S. Walters confirmed has been received. The FOL's AGM will be held via Zoom the morning of November 19, 2022. Members will be receiving details shortly.

**(c) Summary of Customer Comments**

In response to a question from D. Hui, A. Bechard confirmed that one of the comment forms referred to a more formal practicum request from a high school teacher. The library has a longstanding partnership with local schools to support high school students seeking volunteer hours for graduation. The library does support formal practicums for University students in library-specific programs.

**6. Board – Items for Decision and/or Discussion****(a) Q3 2022 Operating Statement**

E. Yu presented the highlights of the Q3 2022 Operating Statement. In response to a question from C. Liu, E. Yu confirmed that assets are currently capitalized annually at year-end, but will be capitalized quarterly and shared with the Library Board so that financial reports better reflect current status. In response to a further question from C. Liu, E. Yu confirmed that all equipment purchased goes to one account, whether it is to be capitalized or expensed. J. Oye noted that the Finance Committee has an upcoming meeting where this can be discussed further.

**(b) Continuation of Virtual Board Meetings**

In response to a question from D. Hui, S. Walters noted that the technology to support hybrid meetings is in place in the board room and that she will be drafting a hybrid meeting policy for the Governance Committee to review and bring back to the Library Board for discussion and decision. The board decided to maintain virtual meetings until January 2023.

MOVED: THAT, the Richmond Public Library Board agrees to suspend Board Policy 3.2.1.1 an additional two (2) months beginning October 27, 2022 to December 31, 2022 to allow board members and guests to attend board meetings via electronic means and retain full participation rights and voting privileges.

D. Cousar/S. Merhi.....CARRIED

(c) Q3 2022 Operational Statistics Dashboard

J. Oye shared his appreciation for the presentation and data, encouraging staff to consider additional information to track and report back on to provide quarterly progress as well as annual comparisons. Noting the changes in the data will guide the organization in making operational decisions. N. Abrahani echoed his appreciation and asked how often accounts are reviewed and purged if non-active. C. Leung noted that pre-pandemic purges were done monthly but during the closure and gradual reopening this practice was paused and will begin again.

N. Abrahani also asked if we have considered customizing or refreshed branding for library cards noting the fun library cards offered by Edmonton Public Library. S. Walters noted that the library had introduced a round card, the Ralphy card as part of a collaboration with the author and that refreshing our library cards is something we will consider as part of the 2023 strategic planning and rebranding project.

**7. Standing Items**

(a) Roundtable Discussion

D. Hui shared a short Knowledge Network video that was filmed inside the Ironwood Library. As a network donor, she was able to suggest the filming location to feature our library in her story. While not related to the library, this was a great opportunity for subtle promotion.

(b) Steveston Community Centre and Library

It was noted that a number of trustees were able to attend the ground-breaking ceremony on October 4, 2022. Tree removal to prepare the site for mobilization is underway. Library staff are involved in almost daily meetings ranging from detailed design to operating agreements.

(c) InterLINK Report

S. Merhi noted that the InterLINK Board has agreed to support more Reconciliation training opportunities for trustees. During roundtable a peer library shared the details of their teddy bear sleepover program which would appeal to our community.

(d) Finance Committee

Nothing to report.

(e) Fund Development Committee

D. Hui noted that the committee will be meeting to review the letters prepared by staff. D. Cousar will be stepping down from the committee and if anyone is interested in joining, please reach out.

(f) Governance Committee

Nothing to report.

(g) Strategic Planning Committee

S. Walters noted that she and S. Rahman are working with the City on the Request for Proposal (RFP). Comments shared by the committee earlier in the year are influencing the proposal which will come to the committee for final approval before it is posted and open for bidding.

(h) Trustee Recruitment Committee

J. Oye noted that the committee will be meeting after the Closed Meeting tonight to review applicants and schedule interviews.

**8. Chief Librarian's Report**

S. Walters shared that in addition to budget finalization and audit preparation, staff training has been a Q4 focus. Over 40 staff have had the opportunity to participate in Anti-Racism Indigenous training (provided by a consulting team of 3 registered social workers), Preventing Violence in the Workplace training (Arete), Customer Service orientation (internal program) and numerous other workshops.

C. Gillanders asked how the library is reaching marginalized individuals and Indigenous community in our recruitment practices, particularly for entry level positions. She indicated that the library should be measuring our success in this area, but need to establish baseline metrics to do so. I. Lee acknowledged that while we are expanding where we post our positions to reach a broader audience, more work is needed in this area.

Earlier today, S. Walters had the opportunity to present some of the key features of the Steveston Community Centre and Library project with HDR architects Mary Chow and Anthea Ho to a Coquitlam Facility team of library and municipal staff who have a similar facility in the planning stages. The team was impressed with the approach Richmond is taking for this new facility, both in design and service.

The library's leadership team is working closely with HR on expanding our staff team. 3 community librarians have just been hired and there are currently a number of regular, temporary and auxiliary positions in active recruitment that should be filled to support operations through the holidays and into the new year.

**9. Operations**

(a) Collections and Customer Service Delivery

In response to a question from D. Hui, S. Rahman confirmed that a committee of 3 librarians reviewed the book and will be recommending to retain the title in the children's collection. A letter will be prepared to inform the customer of the library's decision.

S. Rahman will also look into Intellectual Freedom workshop learning opportunities for trustees based on a question from R. Ling. S. Merhi suggested that BCLTA may be a possible provider. Library staff present annually on Intellectual Freedom at the February Board meeting in alignment with Freedom to Read Week.

(b) Community Development and Service Design

S. Merhi shared her gratitude and appreciation for library staff's support in hosting the Islamic Art Experience event in November.

(c) Innovation and Learning Development

In response to a question from D. Hui, A. Bechard noted that as this is a pilot project we do not know yet how many people the ID Clinic will be able to support with the \$5,000 Homelessness Community Action grant from SparcBC. Staff will continue to update the Library Board as the ID Clinics progress.

(d) Information Technology Operations

Charles shared a brief presentation on the library's Network Infrastructure Upgrade. The board noted their appreciation of this work.

**10. Items Included for Information**

(a) 2022 Board Self-Evaluation

S. Walters noted library staff will be sharing the evaluation via email next week. Staff will compile the confidential results for the Board to review at the November Closed Meeting.

(b) Long Service Awards

S. Walters noted that it is that time of year again where the Library Board celebrates staff that have reached significant career milestones. This year sees a return to the event in person and all trustees are invited to participate. J. Oye will be out of town, but D. Hui noted she will attend and shared how much she enjoys this event and getting to connect with library staff. Please RSVP.

**11. Other Business**

None.

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, November 30, 2022 at 5:30pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:43pm.

CHAIR



CHIEF LIBRARIAN

