
WEDNESDAY, JULY 26, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Chak Au, Council Representative (arrived 5:45)
Traci Corr
Diane Cousar
Chaslynn Gillanders
Jordan Oye

Susan Walters, Chief Librarian
and Secretary to the Board

Teleconference:

Arseniy Shchedrinskiy

Board Absent:

Simon Tang
Alexa Loo, Alternate Council Representative

Staff Present:

Allen Chi
Bob McGall
Cathy Gettel
Kate Adams
Lee Anne Smith
Mark Ellis
Melanie Au
Ping He
Sarah Dupont
Serena Griffin
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Staff Absent:

Anne Bechard
Cindy Ho

Friends of the Library:

Betsy Blair

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

COUSAR/OYE.....CARRIED

EDUCATION SESSION

3. Education Session

- (a) An outline of past and upcoming educational session topics was included.
- (b) Sarah Dupont presented on the draft Indigenous Services Plan (Children and Family Services).

Susan introduced Sarah as a Métis person originally from Prince George. Sarah is a graduate of UNBC and received her MLIS from the University of Alberta. Before joining RPL as an auxiliary librarian in 2016, Sarah was a Community Engagement Librarian for Aboriginal Services with EPL. Sarah is the Aboriginal Engagement Librarian for UBC Libraries and splits her time between the Xwi7xwa (whey-wa) Library and the Irving K. Barber Learning Centre. Sarah is also the current convenor of the First Nations Interest Group of the BC Library Association. RPL greatly values having someone with Sarah's education and experience influence and guide our Indigenous Services Plan.

Sarah started her presentation by thanking the Musqueam and Coast Salish, on whose ancestral homeland we live.

Sarah presented a map of our province by language groups. Indigenous peoples have been in BC for over 10,000 years. There are over 200,000 first nations people in BC, representing 30 languages and close to 60 dialects.

The Canadian Federation of Library Association's [Truth and Reconciliation Committee's Report and Recommendations](#) promotes initiatives in all types of libraries to advance reconciliation and promote collaboration in these issues across the Canadian library community. Inclusion of indigenous people and their perspective gives library members the opportunity to understand, respect and know about their own cultural heritage as well as the others in their community.

Indigenous perspectives and First People's principles of learning are being incorporated into the BC curriculum, and as the library already strives to provide support to teachers and learners, adding indigenous resources is an obvious next step.

Sara stressed the importance of focussing on authentic first peoples resources and to include Indigenous specific tags, developed for this plan, in our catalogue records to improve access. Resources for 'back in time' kits on the residential schools were shared. Residential schools are not only a thing of the deep past, they include the very recent past and are in living memory.

Sarah informed the Board of the history behind orange shirt day, which takes place on September 30th. The orange shirt is a symbol used to recognise the harm Residential schools did to children's sense of self.

The Board thanked Sarah and noted that a lot of the plan can be implemented quickly and with minimal expense.

Susan noted that kits will be a great resource for everyone in our community. The library is the natural place for the community sharing information and our large newcomer population will benefit from this new focus area of service. Staff are looking forward to doing as much as possible to increase this service and will share our resources with the City of Richmond.

BUSINESS SECTION

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of June 28, 2017 be approved.

COUSAR/CORR.....CARRIED

5. Business Arising

None.

6. Correspondence

None.

COMMUNITY

7. Report from Councillor

Councillor Au reported that Council passed new bylaws on housing, passed resolution to write to the new provincial government to consider twinning the existing tunnel and requested meeting with new government.

8. Report from the Friends of the Library

Betsy reported that the Friends are preparing for the next sale and have lots of books ready. They are also planning mini sales, of mostly children's books.

9. Customer Comment Forms

(a) A summary of customer comments was included for information.

The Board asked about the comment about Chinese detective stories written by Japanese writers. Wendy confirmed these are translations from Japanese to Chinese and that this genre is very popular.

The Board asked if we are receiving more comments on the collection and if that is due to SRC? Susan noted that is possible, but that it could also be a reflection of a short delay between receiving the comment and their summary here. If the responses do not reach Administration by the deadline, they are included in the next month's summary. Each comment is reviewed to see how service can be improved.

The Board asked if we do programs on federal benefits for seniors or how to apply for student loans. Lee Anne reported that Wendy has worked with a number of agencies over the years to deliver programs like this in Chinese. Lee Anne and her team are always looking for ways to improve English programming. Lee Anne noted she can provide comparative statistics on the number of programs in each language and trend for the September meeting. In general, there is no significant difference in the amount of Chinese programming, but attendance at Chinese programs is significantly higher.

BOARD

10. Items for Decision and/or Discussion

(a) 2018 Operating Budget

Susan noted no significant changes to line items are proposed, because we have made many efficiencies over the last few years, but she will review line items in detail for the 2019 budget cycle. In the meantime, tracking actual expenditures vs budget is being improved, to assist in decision making.

This draft operating budget is presented so that the Board can be informed of her intended submission of 2.35% City staff have suggested 2.20%, a difference of approximately \$13,500. Susan's final report, including feedback from city staff, any further staffing changes, and additional level requests for increasing staff will be presented at the September meeting for approval.

Susan noted that we have increased our staffing component in this budget (related to restoring branch hours) and appreciate that we have not been required to find significant cost savings that would impact a funded position.

The Board asked if the 2.20 % increase limit is based on a bigger tax base, CPI, or a combination of both? Cllr. Au noted that to keep service at the current level they refer to the current CPI and other indexes, and then City staff will tell Council what new money would be required for improvements. For example, last year's CPI was approximately 1.89% and the cost of improvements was 0.22%, increasing property tax by 2.11%.

Susan confirmed that this years' Provincial per capita grant increased slightly because the population in Richmond is increasing, but the One Card grant will likely be reduced.

The Board asked what our long-term strategy is for fines and loans periods. Susan noted we can expect to see these revenues continue to drop. Some libraries are going fine free for children or completely fine free, while others are opting to increase adult fines. However, going fine "free" can result in an additional cost for a collection agency to recover unreturned materials.

Susan reported that staff are continuing to do deeper analysis of fines and renewals. Removing fines would remove barriers to access, but currently, there is no alternative source of revenue to replace the services that are supported by fines.

The Board noted that staff do forgive fines when appropriate and suggested considering replicating what universities do relating to best behaviour privileges, if that could be an automated process. Staff will look into a reward system.

The Board suggested that it would be good to look into the long-term strategy for fines and renewals and suggested a future education session.

Susan noted that another option is to refocus on fund development, including sponsorship. The Board discussed reaching out to corporate sponsors and what the ask would be. Susan suggested that a smaller committee of trustees be formed to meet and report back to the Board. There are pros and cons with sponsorship and issues such as naming rights would need to be considered. Susan will contact city staff and provide their perspective. The Board agreed to take this discussion to committee.

MOVED: That the initial 2018 Operating budget be accepted for information.

LEUNG/SHCHEDRINSKIY.....CARRIED

(b) 2014-2018 Strategic Plan Progress Report

Susan noted the progress noted in this report is for Q1 and Q2 of 2017. The next report in January 2018 will cover three years and will be more condensed.

The Board asked if there were learnings from this plan to use in planning the next Strategic Plan? Susan confirmed that she will bring highlights, what went well, what didn't, to the Board in October.

(c) Proposed Schedule for 2019 Strategic Plan

Susan asked for the Board's direction on the length of the next Strategic Plan. A shorter plan allows us the flexibility to be agile and respond quickly. She noted that there is a possibility of a new facility in Steveston in the next 3-5 years.

The Board suggested that the plan should be short but introduce changes as we go. They would like to segregate parts of the plan to long term (3 year), which would likely not change, and short term (6 months), which may change. For example a 3 year plan for top level approaches to operations, such as a refreshed mission, vision and values. The Board is responsible for this direction and staff for implementation.

Susan noted that having staff take full responsibility for all aspects of the strategic planning process will require a significant time investment. Susan's recommendation will likely include a combination of staff and external consultant participation, with each focussed on their areas of expertise.

(d) Staff Recognition Event

This event was scheduled for same day as the Board meeting, September 27th, at 2:30 pm. The Board suggested creating a wall of honour showing the milestone achievements of long-serving employees.

INTERLINK

11. InterLINK Report

Next meeting is September.

- (a) 2017 compensation letter included.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Arseniy reported that all recent discussion was about changes in government. This is when BCLTA can generate unique value. As an organization, they reach out and talk to government. They are also planning to reach out to all libraries (big and small) on the value they get from BCLTA, including training sessions. Fees may be reviewed.

- (a) The July Bulletin was presented on table.

STAFF OPERATIONS

13. Chief Librarian's Report

Susan noted the 2016 Annual Report to the Community was reported to city council on July 10th and she received positive feedback. Susan thanked everyone who attended. Jordan reported that the library's Annual Report was also positively referred to later in the council meeting.

Susan confirmed that City staff have received proposals from three architectural firms for a new Steveston facility study and she will report back at the next meeting. Related to this project, a tour looking at co-located facilities is booked for August 2nd. Susan W. and Diane will participate, with a variety of city staff.

14. Staff Reports for Information

- (a) Lee Anne Smith reported on the Home Services Review.

The Board asked if Home Service numbers are growing? Lee Anne confirmed they are, but slightly, from 28 to 37. The major obstacle to growing this service is staff and volunteer capacity. However we will be making an additional levels request for staffing positions to address expanded services for seniors and older adults. Currently, this service is only offered in English, and if we expand to multilingual, we can expect a significant increase. Lee Anne noted that census and demographic data indicates that the need for this service will only increase. The Home Services team plan to market the service to our community to increase awareness.

The Board asked how people find out about it? A Board member noted that they were looking to see if there was a service like this, but could not easily find it on the website or in the library. Lee Anne noted that city recreation programmers at facilities know about us and promote the service. Getting the word out is key and she is working with the Marketing Group and IT to create promotional materials both in physical and online formats.

- (b) Serena Griffin reported on Circulation and Merchandising.

- (c) Shaneena Rahman reported on Collections.

- (d) Anne Bechard reported on Community Services.
- (e) Cindy Ho reported on Digital Services.
- (f) Ping He reported on Information Services.

The Board asked about the *Libby* mobile app. Will *Libby* make it easier to use KOBOS? Ping noted that newer KOBOS work better with library eBook downloads and there are known issues with older KOBOS. Members can still use the OverDrive app, but the vendor is focussing development resources on the *Libby* app. Library members will be able to use both apps for the time being, although staff recommend transitioning to *Libby*.

- (g) Mark Ellis reported on Information Technology.

A Board member noted a typo in one area of the website. Staff asked for a link to the area and will have it fixed immediately.

- (h) Kate Adams reported on Kids' Place Programming.

- (i) Stephanie Vokey reported on Marketing.

- (j) Ray Lam reported on Social Media Activity for Q1 and Q2.

The Board asked about best practice research and encouraged the team to look at other organizations and cities, not just libraries.

Stephanie noted that she is not aware of any libraries who have social media all worked out, but her team will also be looking at best practices beyond libraries.

The Marketing Team is looking forward to connecting with library colleagues and reporting to the Board in September.

- (k) Wendy Jang reported on Multicultural and Chinese Community Services.

- (l) Bob McGall reported on the operations statement to June 30 and projections to year end.

ITEMS FOR INFORMATION

15. The Board's summer social event was scheduled for Thursday, August 10th at Susan Koch's home. Details will be forwarded.
16. The Civic Appreciation event is scheduled for Thursday, October 12th. Invitations will be mailed by the City Clerk's office in August.
17. The Trustee Recruitment Update was included. The Board noted that the evaluation and matrix of skillsets to be reviewed will be helpful. Susan K, Diane and Traci are available for the recruitment committee. Susan W. will share the matrix and questions with the committee.
18. The Board Calendar and work plan was provided for information.

OTHER BUSINESS

Susan asked the Board to hold Saturday September 9th for the Summer Reading Club finale. Invitations will be distributed soon. Kate confirmed that 3,369 children were registered as of today.

The Board were invited to take a group photo in front of the green screen to celebrate Pride Week which will be shared on social media.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, September 27, 2017.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:25 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN S. Walter