
WEDNESDAY, OCTOBER 25, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Traci Corr
Diane Cousar
Chaslynn Gillanders
Jordan Oye
Arseniy Shchedrinskiy
Simon Tang
Susan Walters, Chief Librarian
and Secretary to the Board

Board Absent:

Chak Au, Council Representative
Alexa Loo, Alternate Council Representative

Staff Present:

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

Friends of the Library:

Betsy Blair

Guest:

Mr. Swim

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.

LEUNG/CORR.....CARRIED

EDUCATION SESSION**3. Education Session**

- (a) An outline of past and upcoming educational session topics was included.
- (b) Susan Walters presented on the lessons learned from the 2013 strategic planning process.

Chaslynn arrived at 5:31.

Susan provided background for the Trustees not with us in 2013, when the 2014-2018 strategic plan process started. The public consultation process was a nine-month, \$100,000 consultant led project. The resulting documentation exceeded our expectations and remains relevant, four years later.

Arseniy arrived at 5:35.

Susan described the elements of the 2013 process that worked well:

- Staff and library operations were not significantly impacted, given the primary role the consultant played.
 - A variety of public consultation formats served many purposes with different groups of customers.
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Susan noted the 2018 process will be different as follows:

- A 3-year plan is a sound decision. The Steveston Community Centre and Branch Library Concept Design is beginning. The Library and Community Services are completing the Library Programming Study in order to be positioned if development opportunities arise in Hamilton, City Centre and beyond. A lot can happen in three to five years.
 - We will focus on no more than five strategic roles as eight roles proved challenging to report on and with implementation, it has been determined that merging some roles makes sense. Fewer strategic roles will also better support the advocacy efforts of library staff and Board.
 - We will keep facility needs planning and public consultation separate. Library services will be the focus of community conversations. Staff will engage in more consultation with City Senior staff and City Council regarding future facility needs.
 - Library staff will lead the strategic planning process and meet key deliverables such as developing the survey questions, report writing and work plan development. Key components that would benefit from consultant expertise include visioning workshops, focus group facilitation and documentation publication with RPL branding.
 - Given the increasing importance of new metrics development, data collection and analysis will be controlled by staff.
 - If a need for web-based consultation is identified, staff will work with the City to use their platform, Let's Talk Richmond.
- (c) Key deliverables for the next strategic plan were provided on the table. Immediate highlights are:
- Shape Architecture intends to present their Library Program Study to the Board for information and review in November.
 - The Board will review the long survey questionnaire questions in January.

The Board suggested aiming for 3 strategic roles. It was agreed that professional guidance can help get us to 3 roles more effectively.

The Board noted the importance of focussing on a master brand strategy that is tied to our value statements or statement of purpose.

The Board noted that 2018 will be busy due to staff taking the lead on the strategic planning process. What will have to be put on hold in 2018? Susan noted that she is developing a team to better understand what tasks in the 2018 work plan we can focus on and what we have to pause. Staff also have to deliver on the charters they developed, with deliverables due by the end of 2018. Staff will need to be mindful in de-prioritising tasks. Susan will bring this information forward in the new year.

BUSINESS SECTION

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of September 27, 2017 be approved with a correction to item 9, that Jordan and Traci offered to assist filling vacant shifts at the book sale.

CORR/LEUNG.....CARRIED

5. Business Arising

None.

6. Correspondence

None.

COMMUNITY

7. Report from Councillor

None.

8. Report from the Friends of the Library

Betsy reported that the Friends had their book sale on the Thanksgiving long weekend, which was a first. They were short of a few volunteers who couldn't make the sale and that the venue was crowded both days. Betsy reported that the Friends raised just under \$15,000 at this sale. Betsy reminded everyone that the Friends AGM takes place on Saturday, November 18th and informed the Board that this is her last meeting as chair. Debby Newton is standing for chair at the AGM.

- (a) A wish list for 2018 purchases was included.
- (b) The Friends of the Library Funds Status Report was included.

9. Customer Comment Forms

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

BOARD

10. Items for Decision and/or Discussion

- (a) 2018 Trustee Recruitment.

Susan confirmed that the Recruitment Committee's recommendation was submitted to the City Clerk's Office and goes to a closed meeting in November. We expect a public announcement by December.

The Board noted they want to consider candidate characteristics in September 2018, before the next recruitment interviews. Susan will bring a Board composition exercise to the Board in 2018.

- (b) Call for Nominations. Susan Koch noted that the Chair and Vice Chair roles may remain the same, as Susan and Robin intend to stand for election in January. Any Trustee who is interested in either position is encouraged to take training through BCLTA and to speak with her or Robin.
- (c) The Draft 2017 Board Self-Evaluation Survey was included for information. Staff will deploy the survey and report results at the November meeting.

The Board asked about an updated staff survey. Susan confirmed it is not scheduled for this year but will be revisited once collective bargaining has completed.

- (d) Susan Koch reported that she will schedule the Chief Librarian's performance review before the end of the year.

INTERLINK

11. InterLINK Report

Jordan reported that the next meeting is in November.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Arseniy reported activity in three areas; engaging with Ministry and new government, project development and advocacy.

STAFF OPERATIONS

13. Chief Librarian's Report

(a) Second Floor Lounge Renovation

Susan Walters noted the proposed costs for the second floor lounge renovation have increased by \$45,000 or approximately 50% more than anticipated in the summer. Susan shared a floor plan and sample furnishings, noting that cutting quality to save money would backfire due to extensive customer usage.

MOVED: That additional allocation of \$45,000, which is sufficient to complete renovations of the 2nd floor lounge area, be made from the library's accumulated operating surplus account.

COUSAR/LEUNG... CARRIED

Susan confirmed that the \$65,000 removed from surplus to fund the Launchpad renovation will go back to surplus when reimbursement from the Federal government is received.

Susan also noted that the report to Finance was requested by Friday so that it can be presented to the Finance Committee on Monday, November 6, 2017. This gives Council time to review the Library's budget and additional level requests in conjunction with other City department submissions. Decisions will be finalized at a December Council meeting.

Susan noted that MLAs Weaver and Bond spoke to library budgets and the importance of funding during the October 19, 2017 sitting of the legislature. A link will be provided on the Board's blog.

Susan reported that a local resident contacted the library and is interested in donating classic Chinese works published before 1940, which are considered rare books. As the donor would like a tax receipt if the library accepts the donation, Wendy Jang gave the donor contact information for an appraiser. The Board will be informed of the value and review the Board policy on donations when the valuation is complete. Susan gave the Board a brief summary of the challenges over the valuation of the last large donation, the Dr. Lee collection.

The Board asked how we determine the demand from our community for the donor's collection? Susan responded that we know there is interest given the high demand for Chinese language programs and library resources. Susan also noted the increase in our Asian population and the need to weigh the future benefit of collections like this donation against our current ability to make them accessible.

14. Staff Reports with Brief Presentation

- (a) Summer Reading Metrics and Analysis. Lee Anne and Melanie spoke to a tool they created to describe statistics for summer reading clubs.

The Board asked where staff plan to take the reading clubs? What other measurements show success, besides participation rate?

Lee Anne reported that the adult cohort are dedicated readers and have an impact on our circulation in summer. The immediate goal of Adult Reading Club is to drive usage during summer and reading for pleasure in general. The goal for the Summer Reading Club (SRC) is to connect with students and encourage participation in the SRC so they are better prepared for school in the fall. Longer term goals would include all age reading clubs throughout the year.

The Board inquired about scheduling volunteer hours and training. Susan reported that attracting and retaining skilled volunteers can be a challenge. For many, the volunteer software is complicated. Lee Anne reported that many of our volunteer shifts are one hour, which can be different from other organizations. We have a large number of volunteers, but a core group does the majority of the volunteering.

The Board asked about participation in the Harvest Festival? Melanie reported she and Cindy attended. They met many newcomers and registered several new library cards. Connections made at these events are valuable.

15. Staff Reports

- (a) Lee Ann Smith reported on Adult programming.
- (b) Serena Griffin reported on Circulation and Merchandising.
- (c) Anne Bechard reported on Community Services.
- (d) Cindy Ho reported on Digital Services.
- (e) Ping He reported on Information Services.
- (f) Allen Chi and Mark Ellis reported on Information Technology.
- (g) Kate Adams reported on Kids' Place Programming.
- (h) Stephanie Vokey reported on Marketing.
- (i) Stephanie Vokey reported on Social Media Activity for Q3.
- (j) Wendy Jang reported on Multicultural and Chinese Community Services.
- (k) Bob McGall reported on the 3rd Quarter. The Board asked about an amount posted by City in error. Bob confirmed the 2017 YTD total revenue and the bottom line numbers are overstated and will be corrected. Bob confirmed for the Board that he cannot make the correction, but has requested this action of City staff. The Board noted that the notes field is instrumental in assisting them to understand the report.
- (l) Cathy Gettel reported on recent staff appreciation events.

ITEMS FOR INFORMATION

16. The Civic Appreciation event was held Thursday, October 12th.

17. Invitations:

Susan distributed tickets to the Richmond Chinese Community Society dinner on October 28th.

Susan Koch and Susan are attending the Stuff the Police Cruiser event on Saturday, November 18th. Shaneena is attending the FOL AGM that day, and Susan will attend after the donation event.

Susan Koch and Traci Corr indicated they could attend the Writers-in-Residence finale on November 25th.

Lee Anne confirmed the November 30th Citizenship ceremony time is 10:00 until 11:30, followed by refreshments and photos. Arseniy will attend and can speak at the podium. Mayor Brodie is attending. Lee Anne noted that the Federal government will provide the schedule and she will distribute as soon as she gets it.

The Board were invited to the holiday party on December 9th.

The Board reviewed select conferences in early 2018 (PLA and OLA). Board members interested in attending were asked to let Susan know, so staff can make reservations and begin registering. More information and an expanded list of 2018 conferences will be provided in November.

Susan noted a new event on Friday, November 24, including leaders of community organizations, City Council and staff taking place at River Rock Casino. We will be collecting gifts from staff groups and wanted the Board to know they could collaborate on a Board gift or donate unwrapped gifts individually. A reminder will be posted on the Board blog.

Susan noted that the Celebrate with Books form, distributed on the table, is being translated into traditional and simplified Chinese.

18. The Board Calendar and work plan was provided for information.

OTHER BUSINESS

None.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, November 29, 2017.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:16 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN S. Dattel