
WEDNESDAY, JULY 25, 2018**Board Present:**

Susan Koch, Chair
Traci Corr
Diane Cousar
Chaslynn Gillanders
Caty Liu
Linda McPhail
Jordan Oye

Susan Walters, Chief Librarian
and Secretary to the Board

Absent

Robin Leung, Vice Chair
Arseniy Shchedrinskiy

Staff Present:

Anne Bechard
Bob McGall
Catherine Lindsay
Cathy Gettel
Cindy Ho
Iris Lee
Lee Anne Smith
Mark Ellis
Melanie Au
Ping He
Shaneena Rahman
Stephanie Vokey
Wendy Jang

Friends of the Library:

Debby Newton

Guest:

None

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.

CORR/OYE.....CARRIED

BUSINESS SECTION**3. Approval of Meeting Minutes**

MOVED: That the minutes of the regular meeting of June 27, 2018 be approved as presented.

LIU/CORR.....CARRIED

4. Business Arising

None.

5. Correspondence

- (a) A letter dated June 22, 2018 from the Ministry of Education Libraries Branch detailing our 2018 grant was included.
- (b) A letter dated July 25, 2018 acknowledging receipt of the grant was included.
- (c) A summary of 2018 Operating Grants was included.
- (d) A letter dated July 12, 2018 from InterLINK detailing our 2017 compensation was included.
- (e) A letter dated July 16, 2018 to InterLINK acknowledging receipt was included.

The Board noted that the InterLINK grant has dropped by \$100,000 over the past two years. Susan noted that this is because we now lend less outside our community. Susan described our longstanding business approach, which is to buy multiple copies of popular materials to fill our resident holds quickly. Other lower mainland libraries have shifted their collection resources similarly, resulting in fewer non-resident requests for popular materials.

EDUCATION SESSION**6. Education Session**

- (a) An outline of past and upcoming educational session topics was included.
- (b) Catherine Lindsay, Head of Seniors Services presented on Accessibility and Seniors Services.

The Seniors Services team includes the Head and a Community Programmer, who collaborate with other staff and the City of Richmond (such as the City's Dementia-Friendly Community Action Plan working group), and volunteers to deliver services to this growing audience.

Catherine described accessibility as the ability of everyone to access, use, and benefit from library collections and resources. Home Services is the delivery of library materials to homebound customers. RPL is aware of the need to build service capacity and staff are developing expansion plans that will be supported by a special volunteer team.

Accessible collections at RPL cover a wide range of materials including: large print books, audiobook CDs, digital collections that feature audio or adjustable text size, DAISY (Digital Accessible Information System) discs and readers utilized by residents with low vision, and through CELA (Centre for Equitable Library Access), access to e-text, braille and printbraille books.

Outreach visits to places where seniors live and gather ensure staff hear about seniors' needs from community partners and seniors themselves. These activities also assist staff in developing responsive and relevant services such as Tech Buddies (senior-to-senior volunteers) and are an opportunity to promote existing collections, including the Active Minds sets and Nostalgia kits.

Catherine described the goals for the Seniors Services Team:

- Increase capacity of Home Services
- Provide accessible library collections, technology and spaces
- Collaborate with City and community partners
- Reach seniors where they live and gather
- Provide relevant and responsive programs and volunteer opportunities
- Increase awareness of library services and programs

The Board asked how much we want to increase capacity. Susan noted that ultimately we would like every resident who needs the service to have access.

Home Services relies on monthly deliveries, but as this audience is often living in isolation, delivery needs to shift to more than just a quick drop-off by the library driver. Given how quickly this age group is expected to grow, library staff are focusing on the development of a volunteer team to provide value added service, for both the seniors receiving the service and to ensure meaningful volunteer opportunities.

The Board asked how many DAISY players we own. Catherine noted that we have 15 and that customers require proof of residency in the application process to get a player. Customer dependency on the service creates a sense of ownership as each month passes and it can be a challenge to get the customer to return the player. They cost about \$500 to purchase, which is often beyond the means of a senior with vision impairment. It was noted that DAISY players are a great sponsorship opportunity.

The Board asked if we know how many of our customers are seniors. Susan noted that this statistic is tricky to determine, because not every cardholder indicates their age, but we know it is growing. Comparing library customer data to the City's findings would be an interesting statistic to consider. The Board suggested that we also look at the recent surveys, which asked for an age range. Catherine confirmed staff will pursue this information.

The Board noted that Richmond Cares Richmond Gives (RCRG) does something similar to Home Services; driving people out to shop and run errands. Catherine noted the Seniors Services Team have connected with RCRG and other local services on best practices and to build relationships.

COMMUNITY

7. Report from Councillor

Councillor McPhail's written report was included. An excerpt of the July 16 General Purposes Committee Minutes was provided on table.

The Board discussed the concept of a branch library and footprint. Susan Walters noted that a former Official Community Plan suggested the possibility of larger, stand-alone branches. Since then, more focus has been put on co-locating branches with community centres.

Richmond's population will continue to grow and library branch needs could change in the future. During the recent study of library needs, the consultants noted that co-location is preferred, as shared space benefits all facility partners. Modern design includes flexible, collaborative spaces that can change over time. Most municipalities across Canada are building branch libraries of a similar size and both senior City and library staff are confident that 12,000 sq. ft. of co-located space will provide appropriate and efficient service to the community.

8. Report from the Friends of the Library

Debby Newton reported that Friends just held a successful mini sale at Brighthouse. Debby asked if the DAISY player has been or will be on a Wish List for Friends contribution. Friends would be interested in supporting that equipment. Susan confirmed that this has not been a Wish List item, but that it will be. Bonnie will attend in September.

9. Customer Comment Forms

A summary of customer comments was included for information.

BOARD

10. Items for Decision and/or Discussion

(a) Board Recruitment

- i. Important dates were included and will be confirmed in August.
- ii. Susan Koch appointed Diane, Chaslynn and herself to the Recruitment Committee. October 4 and October 9 were held for interviewing, but dates may change.

(b) 2019 Second Draft Budget Submission

- i. Operating Budget
- ii. Additional Levels Requests

Susan Walters noted that the draft budget will likely change again. A motion to accept the budget as submitted will be presented in September, with the final budget.

The Board asked about armoured car service. This service was the auditor's recommendation,

providing security for cash deposits, but may be reconsidered in future.

The Board asked about investment income. Susan confirmed that income from foundations has been traditionally used to buy furniture or equipment. The Auditors felt it was important for transparency to record income and put as a line item in our surplus, then have the Board pass a motion to use it.

The Board asked about the addition of legal fees. Susan suggested it was wise to set aside a line item in the event it is needed for legal counsel, mediation, and/or arbitration.

The Board asked if any revenue is projected from selling branch music CDs. Susan noted that what we will sell (used music cds) is not expected to generate high revenue.

Susan described the two draft additional level requests. The first, for additional staffing levels, comes from a finance referral from two years ago, which discussed options if the City increased the per capita funding to the library. The second request is for a book dispenser at the Minoru Centre for Active Living.

INTERLINK

11. InterLINK Report

Traci reported that there is no meeting over summer.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

12. British Columbia Library Trustees Association Report

Susan noted that the newsletter was posted to the Board's blog.

STAFF OPERATIONS

13. Chief Librarian's Report

Susan reported that a request for surplus funds is necessary. City staff informed us that they did not compound what they were putting aside for collective agreement increases for 2016 and 2017, and having now paid the increases, discovered the error. Two options were given for funding, either expense the shortfall in 2018 against 2018 revenues, or since the shortfall should have been expensed in 2016 and 2017, expense it in 2018 but release a similar amount from the accumulating operating surplus thereby not impinging 2018 revenues, with Susan recommending releasing the funds from accumulated surplus.

MOVED: That \$100,000 be released from the library's accumulated operating surplus account to fund 2017 retroactive pay increases.

COUSAR/OYE.....CARRIED

Susan described the furnishing and equipment needed to improve public space and staffing areas. Understanding the prioritization of these requests is valuable to the Board. Susan confirmed that living room furniture was high on the list last year, and seating staff at a workstation is high priority. She committed to bring forward a priority list for the Board when requesting funds.

MOVED: That \$30,000 is released from appropriated surplus, to fund public seating and replacement office furniture and fixtures in staff space.

OYE/GILLANDERS.....CARRIED

14. Management Reports

- (a) Iris Lee reported on Human Resources activity.
- (b) Mark Ellis reported on Information Technology activity.

15. Operations Reports

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services.
- (c) Serena Griffin reported on Circulation and Merchandising
- (d) Shaneena Rahman reported on Collections.
- (e) Anne Bechard reported on Community Services.
- (f) Cindy Ho reported on Digital Services.
- (g) Ping He reported on Information Services.
- (h) Allen Chi reported on Information Technology.
- (i) Kate Adams reported on Kids' Place.
- (j) Wendy Jang reported on Multicultural and Chinese Community Services.
- (k) Bob McGall reported on the second quarter budget status.
- (l) Stephanie Vokey reported on the second quarter social media activity.
- (m) A progress report on Strategic and Long Range Plan 2014-2018 was included.

ITEMS FOR INFORMATION

- 16. A list of upcoming advocacy opportunities was included for information.
- 17. The Board Calendar and Work Plan were included.

OTHER BUSINESS

Susan noted that there was a small fire in a supply room at Ironwood branch. A report of the fire investigation is due from the Fire Chief soon. Damage was minimal and limited to the supply room, though smoke damage may be significant. A restoration company will clean any affected areas.

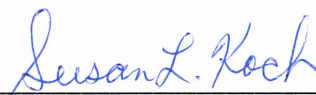
NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, September 26, 2018.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 6:55p.m.

CHAIR



CHIEF LIBRARIAN

