
WEDNESDAY, MARCH 14, 2018

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Diane Cousar
Chaslynn Gillanders
Caty Liu
Linda McPhail, Council Representative
Jordan Oye
Arseniy Shchedrinskiy

Susan Walters, Chief Librarian
and Secretary to the Board

Board Absent:

Traci Corr

Staff Present:

Anne Bechard
Shaneena Rahman
Mark Ellis
Cindy Ho
Stephanie Vokey
Lee Anne Smith
Cathy Gettel
Melanie Au

Friends of the Library:

Debby Newton

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.

COUSAR/OYE.....CARRIED

BUSINESS SECTION

3. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of February 21, 2018 be approved as presented.

SHCHEDRINSKIY/GILLANDERS.....CARRIED

4. Business Arising

None.

5. Correspondence

(a) A letter dated February 28 from Richmond Community Foundation re: Fund Statement was included. Susan Walters explained that interest funds for the past few years have been directed to purchases difficult to fund from the operational budget. Last year we used the funds for Launchpad furniture and equipment. This year it will top up the Friends of the Library's generous donation for new furniture in the living room.

The timing of receipt of distributable income from the Richmond Community Foundation means that the Board cannot be consulted in advance of the January Board meeting for a decision. This topic will be added to the November agenda for more detailed discussion of distributable incomes received from Richmond Community Foundation and Vancouver Foundation.

EDUCATION SESSION**6. Education Session**

- (a) An outline of past and upcoming educational session topics was included.
- (b) Anne Bechard presented on the Community Services Strategy. This supports the 2014 – 2018 Strategic Plan and will be reviewed next year when the 2019-2021 Strategic Plan is implemented.

Anne described the community-led model. The library strives to be a welcoming space to all, but in reality there are four types of barriers that may prevent access: institutional, personal and social, perception and awareness, and environmental. Community-led service differs from outreach, where library staff go out to the community, but don't connect, consult or collaborate.

Community-led measurements include evaluating and targeting potential community stakeholders, developing and delivering staff training that highlight community needs, connecting and collaborating with other library systems who offer similar service models, and identifying key benchmarks and cultivating a qualitative evaluation process. Anne discussed impacts and new connections made this year.

The Board asked several questions:

Do staff connect people with other city services? Anne indicated that the Community Service Team (CST) librarians make themselves aware of the various services available and assist community members in making connections. Community-led service takes considerable preparation and knowledge. Anne noted the CST is starting to gather metrics to evaluate the value of the service. How are the CST prioritizing objectives? Anne noted priorities include having the CST out in the community and developing the skillset of other library staff to build capacity. Anne noted that this year is about building relationships, and a starting metric would be increased relationships. Community-led service requires a long-term approach and impact is qualitative more than quantitative.

How do they decide what community groups to target? Anne noted that the CST are focused on people experiencing homelessness and poverty, the elderly, and the Indigenous community. This will continue to expand to other community groups.

Do staff target amnesty of financial barriers to customers experiencing poverty? Anne noted we work with marginalized groups to assist in removing their barriers.

Do we have reports of what fines are outstanding? Susan indicated we can report on this and noted that next months' education session is on Library Revenue, Fines and Grants, and Fund Development.

The Board discussed a general amnesty or pay-it-forward day for those who feel grateful for what they have and can afford to pay fines for others. That may be a strategy in the upcoming strategic plan.

The Board discussed metrics and how this service relates to basic statistics like gate count and circulation. Funders and donators can relate to the stories staff tell. Measuring and storytelling are both valuable tools. The Board asked to hear more stories on impact. Staff will provide a quick update on the Community Services strategy in September and find ways to share impact stories regularly.

COMMUNITY**7. Report from Councillor**

Councillor McPhail's written report was included. Councillor McPhail also noted that the Lulu Series: Art in the City evening talks are free, and encouraged all to attend.

A public art project is set to launch in March at Minoru Arenas and the Richmond Ice Centre with Vancouver-based artist Faith Moosang. The artist's project will acknowledge the history of the Minoru Arenas, honour past contributions of community members and create an inclusive opportunity for the public to inform the artwork. The final digital artworks will be reproduced and installed as a series of art wraps onto the large concrete pillars inside Minoru Arenas.

Applications for the 2018 Writer-in-Residence application will be accepted until April 6th.

8. Report from the Friends of the Library

Debby Newton reported that the book sale is coming up March 24/25 and welcomed all to attend. Debby thanked Cindy for her assistance in providing the Municipal retirees a tour of the Launchpad and confirmed that volunteers for the book sale come from Steveston/London and Burnett high schools and through iCanHelp, the City's volunteer management software.

9. Customer Comment Forms

A summary of customer comments was included for information.

BOARD**10. Items for Decision and/or Discussion**

(a) The final version of 3.5.5 Board Skills, Strengths and Diversity Matrix was included. Individual Board members will be asked to complete their matrix, and the summary will be used as a tool in recruitment this fall. The Board noted that these skills, strengths and diversity items would be valuable to promote to our candidates. This item will be revisited in June, to prepare for 2019 Board recruitment, which begins in August.

(b) Appointment to BCLTA

Arsenyi is leaving the BCLTA in May. Susan Koch asked for interested Trustees. No Board were available for this committee, so we have no representative after May.

INTERLINK**11. InterLINK Report**

Jordan reported that Traci attended the last meeting.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**12. British Columbia Library Trustees Association Report**

Arsenyi reported that the AGM will be important for recruiting their Board members. The website project is proceeding.

STAFF OPERATIONS**13. Chief Librarian's Report**

Susan reported that the staff involved in the recent incident has chosen to use restorative justice processes to resolve the issue. RCMP and the City's Corporate Communications team provided exceptional support, including a quick 10-minute media relations lesson for approximately 35 front line staff. A joint letter from the library and the City restricting the member of the public from all city services for three months will follow shortly.

14. Staff Reports with Brief Presentation

- (a) The 2017 Staff Operations Report was reviewed. Susan noted that when circulation was higher and more of the material was out, space on shelves was easier find. Decline in circulation means more materials in the library and staff are having to make increased collection decisions in order to make room for new on-demand material.

The Board asked several questions:

Why doesn't gate count include ebooks? Can they be merged? Susan noted that this statistic is a requirement from provincial and national organizations who define the parameters for specific metrics. Many of the statistics provided in the report are mandatory for CULC and provincial reporting.

Can we build our own internal statistics? Susan noted that we can, but must also consider staff time to compile separate data. The Board suggested showing gate count and ebooks count close together.

Do we have a measure for headcount outside the library? Susan noted that Community Services staff are compiling this data. All headcounts are important to telling our story.

Do we have staff engagement measures? Those should be included in future reports.

The Board asked if they need to give input on what metrics are valuable to them? Susan noted that we have not been able to determine what the leading indicators are yet, but that may become clearer over time.

The Board considered describing what is growing. Physical libraries are stable, for example, but digital is growing. This is similar to telecommunications industry where home phones are stable but not growing, while real growth is seen in TV and internet services.

The Board discussed what the two things that are real value indicators for RPL might be. It's not gate count or circulation. What is the Board's view of library health? They do not have this answer yet, but it should be considered in our 2019-2021 strategic plan. What are we going to focus on? This is the year for us to have this conversation. Key questions for the Board to consider are:

- Assuming this business is successful, what is the data that shows that?
- How do we measure it?
- How does the Board guide it year over year?
- What stories need to be told, beyond circulation and gate count?
- What 2 or 3 things do the Board really care about?

Susan noted that library use by our community continues to evolve. Even if our traditional metrics are declining, we are still a priority service and very successful compared to other city services or other similarly sized public libraries.

(b) 2019-2021 Strategic Planning Update

Staff launched the long survey on March 1st and have scheduled reminders. The survey closes on Sunday, March 18th. Mark confirmed we have received 3,400 responses as of today. Next steps are planning the open house and focus groups, and scheduling the Board/City Council meeting in late May. Susan noted that the facilitated session will take place after the focus groups so that all community input can contribute to our new mission, vision and values. Staff from all departments were invited to submit an Expression of Interest in participating on the Strategic Planning Team to help develop the plan that will guide their work for the next three years.

15. Staff Reports

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services.
- (c) Kate Adams reported on Kids' Place.
- (d) Serena Griffin reported on Circulation and Merchandising.
- (e) Shaneena Rahman reported on Collections.
- (f) Cindy Ho reported on Digital Services.
- (g) Ping He reported on Information Services.
- (h) Mark Ellis reported on Information Technology.
- (i) Wendy Jang reported on Multicultural and Chinese Community Services.

ITEMS FOR INFORMATION

16. A list of upcoming advocacy opportunities was included for information.

Diane was pleased to be able to attend the Tech Buddies event. Lee Anne noted she will nominate this group of volunteers for a Volunteers are Stars award Diane noted she would like to attend that event as well.

The Board's group photo will take place on Wednesday April 11th at 7:00.

The Open house event will take place on April 25th.

17. The Board Calendar work plan was provided for information.

OTHER BUSINESS

None.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, April 18, 2018**.

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:10 p.m.

CHAIR 

CHIEF LIBRARIAN 