

**WEDNESDAY, APRIL 17, 2019  
5:30 - 7:30pm**

Board Present:

Robin Leung, Chair  
Traci Corr, Vice-Chair  
Linda McPhail, Council Representative  
Caty Liu  
Chaslynn Gillanders  
Danielle Lemon  
Denise Hawthorne  
Denise Hui

Susan Walters, Chief Librarian and  
Secretary to the Board

Staff Present:

Anne Bechard  
Catherine Lindsay  
Christi Hrabowsky  
Iris Lee  
James McCann  
Lee Anne Smith  
Mark Ellis  
Shaneena Rahman  
Stephanie Vokey  
Victor Lai

Friends of the Library:

Bonnie Walker

Special Guests:

C.J. James, KPMG  
Asifa Hirji, KPMG

Regrets:

Jordan Oye

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1. Call to Order

The meeting was called to order at 5:30pm

2. Approval of Agenda

MOVED: That the agenda be approved as presented with an amendment to the order of items to place item 5(a) after item 3(a).

.....CARRIED

3. **BUSINESS SECTION**

- (a) Presentation of the 2018 RPL Financial Statements:
- (i) Audit Findings Report
  - (ii) Draft 2018 Financial Statements
  - (iii) Draft Report to City Council Finance Committee

V. Lai introduced the auditors to the Board and provided some highlights of the findings. Notably; that the contributions for capital improvements decreased from 2017 due to a reclassification of the Launchpad renovations. In 2018 the amount for capital improvements is related to the 2nd floor renovation. Significant costs for both of these projects were construction costs which are not capitalized. V. Lai also noted that the value of donated materials is not captured in the financial statements due to materiality. New processes have been developed to clarify how the value of donated materials are recorded in 2019.

C.J. James presented the Audit Findings Report and noted that the independent auditors report is unqualified and that they are prepared to sign off on the audited financial statements. She reported that there was no deviation from the audit plan. The three areas of focus were: the valuation of post employment benefits, contributions for capital improvements, and PST on eBooks.

R. Leung asked the Board if they would like to ask the auditors any questions in camera. As there were none, R. Leung asked for a motion to accept the 2018 Draft Financial Statements.

Motion: That the Richmond Public Library Board approve the Draft 2018 Financial Statements as presented and that staff be directed to complete the report to City Council Finance Committee.

Corr/Hui.....CARRIED

C. Liu asked if the Richmond Community Foundation has an investment policy to determine what types of investments they are making. V. Lai replied that he will report back to the Board next month.

(b) Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of March 27, 2019 be approved as amended with a small correction to the attendees.

Hawthorne/Liu..... CARRIED

2011 ✓.  
T. Corr requested that the April ~~2014~~ appraisal be shared to inform the Board's discussion regarding the Dr. Lee Special Collection on Chinese Culture. S. Walters replied that this document will be provided and that staff have been sourcing appraisal possibilities and will report back shortly.

(c) Correspondence Included in the Meeting Materials Included:

- (i) Letter from BC Ministry of Education re: Operating Grant approval
- (ii) Letter from Hon. George Chow, Minister of State for Trade re: Thank you for the support for the Chinese Canadian Museum consultation session that took place at the library on February 9.

4. EDUCATION SESSION

(a) 2019 Education Session List of Topics

(b) Innovation and Discovery in the Launchpad (*J. McCann*)

J. McCann gave a presentation on the digital services that are available in the Launchpad. In 2017, the Launchpad was created with partial funding from a Canada 150 Infrastructure Grant. There are now three main areas in the Launchpad: a collaborative learning space for individual or group projects, a lecture area complete with a media wall where members can attend presentations and programs, and an enclosed classroom where a wide range of digital literacy classes are taught. The beauty of this space is its flexibility to open up and expand to accommodate large group programs and events, something that was not available in the library before the renovation.

J. McCann provided examples of how digital literacy is important to our community and how it supports the BC K-12 school curriculum by teaching problem solving and decision-making skills as well as teamwork and reading. The Launchpad also encourages multi generational learning as it is open for all ages and there are clubs for everyone to join. Digital literacy services support the library's strategic plan by empowering and enhancing customer's library experiences with active learning and hands on education. Our clubs encourage and foster diversity and inclusiveness.

S. Walters noted that the Creation Station is thanks to the support of the Friends of the Library and is very popular. Our Digital Services Team is constantly upgrading their skills to stay ahead of the technology so that they can create meaningful programs for our community.

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

Councillor McPhail reported on upcoming community events including the 16th Annual Regional Heritage Fair presented by the Richmond Museum on May 11-12, the annual Public Works Open House on May 11 which showcases the City's Engineering and Public Works facilities, and the many events happening April 22-27 to celebrate Earth Day.

On April 12, she attended the soft opening of the "Homes with wraparound supports". This program will offer people experiencing homelessness in Richmond the opportunity to recover and supports the overall health of the community.

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

B. Walker reported that the Spring Whale of a Book Sale netted a profit of \$10,907. This was less than previous sales but there was a higher attendance by the community on both days. She thanked R. Leung, T. Corr, C. Liu and her partner, and D. Hawthorne for their help and support.

**(c) Summary of Customer Comments Report**

The Board referred to a comment received about members of the community sleeping in the Quiet Zone on the first floor and enquired if there have been any issues. S. Walters replied that RPL allows members to sleep in chairs but not lie down for safety reasons and that they are welcome as long as the Code of Conduct is respected.

D. Lemon asked about posting the YouTube video on a Librarian's Guide to Homelessness to the Board blog as she understood it to be very informative. A. Bechard reported that as part of their training, staff were given dedicated time to watch this video and write short impact reports. A final report was provided to staff by A. Bechard outlining the common themes identified.

D. Hawthorne and C. Gillanders enquired if the library has a Naloxone kit. S. Walters replied that the library does not stock these as we call 911 for all medical emergencies. There is training required to use these kits and first responders are here very quickly if needed.

R. Leung observed that there is an increase in requests for services at Hamilton. S. Walters noted that staff review services regularly to meet community needs despite not being able to provide full library services at this time. She also noted that to ensure Hamilton residents have access to new and popular materials, Hamilton items can only be checked out in that location and that holds cannot be placed on dispenser items.

The Board asked if there is any feedback yet from the Rapid Read initiative. S. Rahman responded that we are gathering the feedback and will report back in a few months.

**6. BOARD:**

S. Walters asked the Board to approve a request for the transfer of \$50,000 from the 2018 operating surplus for the next phase of the staff and public computer replacement project as previously approved by the Board on November 28, 2018.

M. Ellis added that this request is to start the public portion of the computer upgrades noting that it is important for the library to have the latest technology as reliable equipment makes our customer service experience better.

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Motion: That the Richmond Public Library Board approves the transfer of \$50,000 from the 2018 operating surplus to cover the 2<sup>nd</sup> phase of the staff and public computer replacement project.

Lemon/Gillanders.....CARRIED

7. **INTERLINK REPORT**

T. Corr reported on the April 2 meeting where the 2018 InterLINK financial statements were reviewed. The Trustees reviewed the results of their recent self evaluation survey and determined that more training is needed in the areas of financial knowledge and advocacy.

8. **BCLTA REPORT**

None

9. **OPERATIONS**

(a) **Chief Librarian's Report**

S. Walters reported that A. Bechard and C. Lindsay attended the Pathways Clubhouse annual breakfast on April 9 where all community partners received plaques as thanks for their continued support.

S. Walters received a photo album from Joe Dasilva and Helmut Eppich commemorating the 30<sup>th</sup> anniversary of the Menorah Lighting annual event.

S. Walters also reported that she has contacted Dr. Michael Shoop to develop a governance workshop for the Board as agreed at the March Board meeting. The exact date will be confirmed shortly.

**Management Reports Included:**

(b) **Community Engagement Report**

A. Bechard reported that the library has been invited to attend a meeting with the City's Community Social Development department to review the draft version of the Cultural Harmony Plan Directions and Priority Actions.

S. Walters noted that the Indigenous Artist in Residence finale is on June 16 and that the Mayor will be attending. This event is separate from National Indigenous People's Day on June 21 but will be one of several programs that the library supports in June. RPL staff have been invited to be on Musqueam land for their June 21 event.

(c) **Customer Experience Report**

S. Rahman reported that the pilot project with Richmond Cares Richmond Gives (RCRG) has ended. The program's purpose was to support the Richmond Christmas Fund which provides assistance to low-income individuals and families in Richmond at Christmas time with groceries and children's toys. The library will continue to participate in the RCRG "Stuff the Police Cruiser" event as it has since 2017.

(d) **Finance and Facilities Report**

V. Lai reported on enhancing the current collections budget report by establishing new metrics for measuring impact. He also reported that the invoice processing for United Library Services (ULS) has been consolidated to a monthly invoice to save on processing time.

(e) Human Resources Report

I. Lee reported that the staff engagement survey was sent out to staff on March 29. The survey is open for two weeks after which, the results will be analyzed and shared with staff and the Board.

(f) Information Technology Report

M. Ellis reported on the progress of the staff computer replacements.

Staff Operations Reports Included:

(g) Innovation and Learning Development (*L.A. Smith*)

(h) Marketing and Public Relations (*S. Vokey*)

The new book bags have arrived and were given to the Board and will be made available to the public as part of a promotional program in April.

(i) Collections and Customer Service Delivery (*W. Jang*)

(j) Adult and Seniors Services (*C. Lindsay*)

(k) Digital Services (*C. Ho*)

(l) Children and Family Services (*K. Adams*)

(m) Content, Collections, and Discovery Services (*P. He*)

(n) Circulation and Merchandising (*S. Griffin*)

10. ITEMS INCLUDED FOR INFORMATION

(a) 2019 Board Calendar

(b) 2019 Board Advocacy Opportunities

S. Walters noted that D. Hawthorne will be representing the Board at the City's U-ROC awards on May 2.

(c) 2019 Board Work Plan

11. OTHER BUSINESS

D. Lemon reported that as part of the jury for the Richmond Cultural Centre Mural Project, she will be able to announce the winner at the next board meeting.

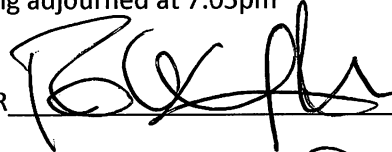
NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, May 29, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:05pm

CHAIR



CHIEF LIBRARIAN

