

**WEDNESDAY, JULY 31, 2019**

5:30pm - 7:30pm

Introductions: Alexandra Korotchenko, Head of Newcomer and Volunteer Services and  
Angela Lee, Head of Library Experience and Customer Service

1. Call to Order and Land Acknowledgement
2. Approval of Agenda
3. **BUSINESS SECTION**
  - (a) Approval of Regular Meeting Minutes of June 26, 2019 Attached
  - (b) Business Arising
4. **EDUCATION SESSION**
  - (a) 2019 Education Session List of Topics Attached
  - (b) Human Resources, An Investment in Staff (*Iris Lee and Shaneena Rahman*) Attached
5. **COMMUNITY**
  - (a) Councillor's Report (*Linda McPhail*) Attached
  - (b) Friends of the Library Report
  - (c) Summary of Customer Comments Forms Attached
6. **BOARD – Items for Decision and/or Discussion**
  - (a) Review of 2019 - 2021 Strategic Plan Progress Update Attached
  - (b) First Draft of 2020 Operating Budget Attached

*Notice of Motion* THAT the Richmond Public Library Board approves the transfer of \$75,000 from operating (general) surplus to be put towards the 2020 operating budget as a one-time additional level request for the automatic materials handling system (pending approval from City Council)

  - (c) Board Reports - Research and Examples (follow up from June 26 meeting) (*Traci Corr*) Attached
7. **INTERLINK REPORT**
8. **BCLTA REPORT** (*Caty Liu*) Attached
9. **OPERATIONS**
  - (a) Chief Librarian's Report (*Susan Walters*)

Management Reports:

  - (b) Community Engagement Report (*Anne Bechard*) Attached
  - (c) Human Resources Report (*Iris Lee*) Attached
    - (i) Organizational Overview and Chart
  - (d) Information Technology Report (*Mark Ellis*) Attached

*Notice of Motion* THAT the Richmond Public Library Board approves the transfer of \$50,000 from operating (general) surplus to cover the public computer replacements

Staff Operations Reports:

(e) Innovation and Learning Development ( <i>Lee Anne Smith</i> )	Attached
(f) Collections and Customer Service Delivery ( <i>Wendy Jang</i> )	Attached
(g) Marketing and Public Relations ( <i>Stephanie Vokey</i> )	Attached
(h) Information Technology Operations ( <i>Allen Chi</i> )	Attached
(i) Adult and Seniors Services ( <i>Catherine Lindsay</i> )	Attached
(j) Digital Services ( <i>Cindy Ho</i> )	Attached
(k) Children and Family Services ( <i>Kate Adams</i> )	Attached
(l) Content, Collections and Discovery Services ( <i>Ping He</i> )	Attached
(m) Circulation and Merchandising ( <i>Serena Griffin</i> )	Attached
(n) Community and Branch Services ( <i>Ariana Galeano</i> )	Attached
(o) Newcomer and Volunteer Services ( <i>Alexandra Korotchenko</i> )	Attached
(p) Library Experience and Customer Service ( <i>Angela Lee</i> )	Attached

10. **ITEMS FOR INFORMATION**

(a) 2019 Board Calendar	Attached
(b) 2019 Board Advocacy Opportunities	Attached
(c) 2019 Board Work Plan	Attached
(d) City of Richmond Annual Report - 2018	On Table
(e) RPL Annual Report - 2018	On Table
(i) Message from Chief Librarian to Community Partners	Attached
(f) \$20M in 2020 Campaign - RPL's Commitment to Supporting Government and the Provincial Poverty Reduction Strategy	Attached

11. **OTHER BUSINESS**

(a) RPL Board Recruitment for 2020

Any Trustees whose term is expiring this December must reapply to the City Clerk's office by the end of September. Applications will be available at all branches and online by the end of August.

**NEXT MEETINGS**

Regular Meeting  
Wednesday, September 25, 2019, 5:30pm

Regular Meeting  
Wednesday, October 30, 2019, 5:30pm

**ADJOURN:**

**Closed Meeting to Follow**