

WEDNESDAY, MARCH 27, 2019

6:00pm - 8:00pm

Board individual and group photos to take place at 5:00pm
Special guests: NewToBC Champions

1. Call to Order
2. Approval of Agenda
 - (a) NewToBC Champions (*Millicent Mabi*) Attached
3. **BUSINESS SECTION**
 - (a) Approval of Regular Meeting Minutes of February 27, 2019 Attached
 - (b) Correspondence:
 - (i) Letter from Canadian Federation of Library Associations re: Thank you to CULC members for their support Attached
 - (ii) Support letter for S.U.C.C.E.S.S Attached
 - (iii) Community partner thank you letters to Kwantlen Polytechnic University Attached
 - (iv) Support letter to NewToBC Attached
 - (v) Letter from Richmond Community Foundation re: Fund Statement as of December 31, 2018 Attached
4. **EDUCATION SESSION**
 - (a) 2019 Education Session List of Topics Attached
 - (b) Making Special Collections Accessible (*Wendy Jang*) Attached
5. **COMMUNITY**
 - (a) Councillor's Report (*Linda McPhail*) Attached
 - (b) Friends of the Library Report (*Debby Newton*)
 - (c) Summary of Customer Comments Attached
6. **BOARD**
 - (a) Risk and Liability Review (*Victor Lai*) Attached
 - (b) 2018 Annual Operations Report (*Susan Walters*) Attached
 - (c) Board Professional Development (*Susan Walters*) Attached
7. **INTERLINK REPORT**
8. **BCLTA REPORT**
9. **OPERATIONS:**
 - (a) Chief Librarian's Report (*Susan Walters*)

Management Reports:

 - (b) Community Engagement Report (*Anne Bechard*) Attached
 - (c) Customer Experience Report (*Shaneena Rahman*) Attached
 - (d) Finance and Facilities Report (*Victor Lai*) Attached

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- (e) Human Resources Report (*Iris Lee*) Attached
 - (f) Information Technology Report (*Mark Ellis*) Attached

Staff Operations Reports:

- (g) Innovation and Learning Development (*Lee Anne Smith*) Attached
- (h) Marketing and Public Relations (*Stephanie Vokey*) Attached
- (i) Collections and Customer Service Delivery (*Wendy Jang*) Attached
- (j) Adult and Seniors Services (*Catherine Lindsay*) Attached
- (k) Digital Services (*Cindy Ho*) Attached
- (l) Children and Family Services (*Kate Adams*) Attached
- (m) Content, Collections and Discovery Services (*Ping He*) Attached
- (n) Circulation and Merchandising (*Serena Griffin*) Attached

10. ITEMS FOR INFORMATION:

- (a) 2019 Board Calendar Attached
- (b) 2019 Board Advocacy Opportunities Attached
- (c) 2019 Board Work Plan Attached

11. OTHER BUSINESS

NEXT MEETINGS:

Regular Meeting
Wednesday, April 17, 2019, 5:30pm

Regular Meeting
Wednesday, May 29, 2019, 5:30pm

ADJOURN: