
WEDNESDAY, MAY 29, 2019**5:30 - 7:30pm**Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Caty Liu
Chaslynn Gillanders
Danielle Lemon
Denise Hawthorne
Denise Hui
Jordan Oye
Kelly Greene, Alt. Council Representative

Staff Present:

Anne Bechard
Christi Hrabowsky
Iris Lee
Lee Anne Smith
Mark Ellis
Shaneena Rahman
Stephanie Vokey
Victor Lai
Cindy Ho

Friends of the Library:

Debby Newton

Guest:

Mr. Francois Chong

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Linda McPhail, Council Representative

1. Call to Order

The meeting was called to order at 5:35pm

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

Oye/Liu.....CARRIED

3. Guest: Mr. Francois Chong

Community member Mr. Chong addressed the Board to ask for a review of the library's Digitization Station booking policy. He proposed that members be able to have unlimited bookings of the equipment as long as the station is not in use. R. Leung thanked him for coming and said that the Management team will determine if a change in policy is warranted and that he will be contacted once a decision has been made. Mr. Chong thanked the Board and left the meeting at 5:40pm

The Board deliberated and determined that this policy is operational in nature, therefore, it is a Management decision outside of the Board to rule on whether or not it should be modified.

R. Leung asked the Board if anyone wanted to make a motion for Management to review the current policy. No motion was made.

4. **BUSINESS SECTION**

(a) Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of April 17, 2019 be approved with a date amendment to item 3(b) to be 2011 instead of 2014.

Corr/Hawthorne.....CARRIED

(b) Correspondence Included in the Meeting Materials Included:

- (i) Letter from Vancouver Foundation re: Library Endowment Fund grant cheque
 - (ii) Letter from Ministry of Education re: Organization change to have the Libraries Branch within the Learning Division.
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5. EDUCATION SESSION**(a) 2019 Education Session List of Topics****(b) Developing RPL's Brand, Identity, and Story (S. Vokey)**

S. Vokey gave a presentation on RPL's marketing strategy as it pertains to the Strategic Plan. The goal of the strategy is to create a brand that demonstrates the library's value to the community. She shared a number of examples of how RPL is working to connect with our community such as; focusing on our customers, standardizing our monthly eNewsletter, changing our social media goals, and identifying ways to develop strong relationships with the local media.

The four key marketing priorities; developing our brand, delivering meaningful information, helping customers find their way, and maximizing promotional opportunities were discussed. S. Vokey emphasized that our story guides everything that we do and demonstrates our vision which is to Inspire Curiosity, Transform Lives, and Empower Everyone.

The Board discussed the importance of brand identity and that we need to be clear on what our overarching brand promise is while recognizing that we have many different audiences.

6. COMMUNITY**(a) Councillor's Reports**

Councillor McPhail provided a report in absentia for information on recent Council meetings and events. Highlights included an update on the City's progress on the 2015-2020 Seniors Service Plan: Active and Healthy Living, mentions for the library, and an update on the draft Richmond Homelessness Strategy 2019-2029.

Councillor Greene reported that Council is working on by-laws to ban the commercial use and distribution of foam containers and restrict the use of plastic straws and bags in Richmond by January 2020. She also reported that the City of Richmond's Annual report for 2018 is now available and noted that the draft Homelessness Strategy and Richmond Arts Strategy are out for consultation.

(b) Friends of the Library Report

D. Newton did not have any new updates for the month but did remind the Board that they are welcome to apply for membership in the FOL each year. S. Walters noted that the Board can apply at any time, but that FOL applications will be available to the Board around the time of the November annual general meeting.

(c) Summary of Customer Comments Report

The Board asked about the feasibility of the library having gender neutral bathrooms following one of the customer comments. V. Lai replied that the library will work with the City to determine the best option. At the moment, the handicapped/accessible washroom is available for use. The Board discussed installing gender-neutral signage on the accessible washroom. S. Walters noted that she would meet with City staff and report back at the next meeting. K. Greene offered to assist with expediting the signage.

7. BOARD:**(a) Statement of Financial Operations Report**

The report for the year ending December 31, 2018 was included for information.

(b) A Motion was proposed by D. Hawthorne to acknowledge the ancestral territory of the hən̓q̓əmi̓nəm̓ Speaking Peoples.

MOVED: THAT, the Richmond Public Library Board acknowledge the territorial lands on which we hold our meetings with an oral statement at the beginning of all Board meetings as follows: "On behalf of the Musqueam people, we welcome you to the ancestral territory of the hən̓q̓əmi̓nəm speaking peoples" AND, That it be recorded in the minutes at each Board meeting.

Hawthorne/Gillanders.....CARRIED

8. **INTERLINK REPORT**

T. Corr reported on the recent InterLINK meeting noting that there was a roundtable discussion on how other libraries purchase and showcase Indigenous art. She suggested that the library add this to our wish list with the FOL.

9. **BCLTA REPORT**

R. Leung reported that C. Liu has been elected to the BCLTA Board as a Director.

Board members who were able to attend the BCLA Conference and BCLTA Summit this month reported on the sessions that they attended and what they found the most meaningful. R. Leung noted that he enjoyed speaking with library vendors and authors that he does not normally get a chance to connect with. T. Corr reported that she enjoyed learning about Truth and Reconciliation initiatives happening at other libraries. D. Hawthorne attended the sessions on fiduciary duty and enjoyed learning about servant leadership. D. Hui enjoyed Millicent Mabi's presentation which highlighted RPL's program offerings.

C. Gillanders noted the importance of RPL expanding their employment equity policy as some other libraries have done such as contacting underserved groups letting them know when the library has a job posting.

10. **OPERATIONS**

(a) **Chief Librarian's Report (S. Walters)**

S. Walters reported on the #20million2020 campaign. This campaign with the Library Partners Group, focuses on providing a unified message to the Provincial government to increase funding to library's as part of the 2020 budget planning process. The current funding has been set at \$14 million since 2010. Libraries are appreciative of this ongoing support, but given that libraries are the most equitable and accessible public amenities access BC, they require ongoing reliable investment.

To gain municipal support for this initiative, library boards are encouraged to connect with their city councils and MLAs, sharing what our libraries do and how increased provincial funding would benefit our communities across the province.

MOVED: THAT, the Richmond Public Library Board directs the Chief Librarian to submit a draft resolution intended for the Union of BC Municipalities, for Council consideration, requesting that the BC Provincial government increase funding to public libraries.

Hui/Gillanders.....CARRIED

S. Walters also reported on an initiative by the Canadian Urban Libraries Council (CULC) to ask the Federal government for better access to digital publications for libraries. A number of CULC library boards will be asking their municipal leaders to recognize the important role that libraries play in our communities and to help advocate for a solution to the barriers that Canadian libraries face in accessing digital publications. The issue is more about accessibility than funding.

S. Walters is looking into the possibility of presenting the issue and asking for City Council support for a draft resolution which, if passes would be result in letters of support being forwarded to the Federal government.

MOVED: THAT, The Richmond Public Library Board directs the Chief Librarian to prepare a draft resolution for Council consideration requesting that the Federal government support increased access to digital publications for libraries across Canada.

Oye/Hui.....CARRIED

S. Walters will prepare a draft letter to Council with the background information.

Management Reports Included:

(b) Community Engagement Report

A. Bechard reported on the upcoming Celebration of Musqueam Expression event and the Mental Health 101 training workshops that staff will be taking part of in June.

(c) Customer Experience Report

S. Rahman reported on meeting the borrowing needs of customers and the different types of library cards that are available to the community.

(d) Finance and Facilities Report

V. Lai reported the library's statutory reporting requirements.

(e) Human Resources Report

I. Lee provided a recruitment update.

(f) Information Technology Report

M. Ellis reported on the progress of the telephone system replacement/integration project which he and the IT department are working on with the City's IT department.

Staff Operations Reports Included:

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

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

(i) Information Technology Operations (*A. Chi*)

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

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

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

L.A. Smith noted that since this report was completed, the number of schools that have registered for visits has increased from 17 to 32 out of 48 schools and that we expect this number to increase.

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

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

(o) BCLA Conference Staff Report (*K. Lemay, M. Mabi and W. Chong*)

11. ITEMS INCLUDED FOR INFORMATION

(a) 2019 Board Calendar

(b) 2019 Board Advocacy Opportunities

(c) 2019 Board Work Plan

11. OTHER BUSINESS

D. Hui proposed to have all of RPL's press releases posted on the Board blog. Other trustees proposed that press releases be emailed.

T. Corr asked for the appraisal quotes and information for the Dr. Lee Special Collection. S. Rahman replied that she and W. Jang have been given options and will get cost quotes and report back to the Board shortly. T. Corr asked to view the old appraisals. S. Walters will provide these and noted that this may warrant a special meeting outside of the regular Board meeting.

Following up on a Board question from March, A. Bechard contacted the City's Diversity and Inclusion Coordinator to find out whether or not the NewToBC program information is available in the Newcomer's Guide. She confirmed that this information is not in the Guide as it has not been updated since 2015 and is under review for updating.

V. Lai followed up on a question from the Board from the April Board meeting regarding if the Richmond Community Foundation has an investment policy to determine what types of investments they are making. He spoke with Dave Frank, Board Member at the RCF who said that the fund is managed by three firms. They do not have an investment policy but try to get a 4% return.

T. Corr asked about a question from the February Board meeting on how the library can showcase Indigenous art and possibly partner with the YVR Art Foundation. A. Bechard replied that she spoke to the Foundation and they do not see us as a fit for their mandate. S. Walters added that the next step is to connect with the City's Public Arts team and possibly some of the artists we have worked with, to determine how to facilitate this ourselves. K. Greene advised that she is on the City's Arts Advisory Committee and that they might have some suggestions.

T. Corr proposed to have Board meeting agenda items brought forward each month until the Board is satisfied that they are resolved.

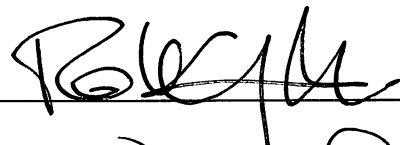
NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, June 26, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:41pm

CHAIR



CHIEF LIBRARIAN

