

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, June 25, 2014

Present: Peter Kafka, Chair
Simon Tang, Vice Chair
Mark Bostwick
Kash Chahal
Diane Cousar
Susan Koch

Greg Buss, Chief Librarian and Secretary to the Board
Susan Walters, Deputy Chief Librarian

Regrets: Councillor Linda Barnes
Robin Leung
Pat Watson

ACTION

1. Call to Order

The meeting was called to order at 5:30pm.

2. Approval of Agenda

Item 18 was moved up to appear after item 9. Item 18(a)(vi) will be presented at the July meeting and was removed from the agenda.

MOVED: That the agenda be approved as amended.

.....CARRIED

EDUCATION SESSION

3. (a) An outline of educational session topics was included for information. Peter asked if the Board had other suggested topics to add. The Board discussed best practices from other libraries and maker places in libraries as future topics on strategic directions.

(b) Melanie Au spoke to her report on summer programming. The 2013 library summer camp program was our pilot project, and staff learned a lot from the experience. This year the program structure was changed focusing on individual programs throughout the day instead of a full day registered camp. The main lesson learned was that we needed to examine the rationale behind our programming to ensure that all programs follow the library's strategic roles. This means a greater focus on connecting with parents/caregivers, collaborating with community partners to deliver programs, developing an outcomes-based measurement strategy and continuing to provide teen leadership and volunteering opportunities. Challenges include resource and space limitations, the development of new programs (e.g. digital and maker programs) and new measuring outcomes. Looking forward, this summer's experiences should bring about improved programming and related merchandising strategies that can be continued throughout the entire year.

Summer reading club started early due to the teachers' strike and over 1,400 kids have registered so far.

STAFF:
Develop
measurements
and report at
end of summer

ACTION

Melanie noted that staff are developing measurement strategies and will have a report at the end of summer.

The Board asked if how many kids return year over year can be reported.

Melanie confirmed that there are less registered programs this year. Experience from last year showed that with 3 registered programs at the same time there was not enough space or staff, the noise level was too high and staff did not have time to engage parents. The changes made should allow for more children to participate, ensure better engagement and result in programs of excellent quality.

The Board asked what happens if drop-in capacity exceeds fire regulations. Melanie confirmed that when that happens, and it has, people are turned away and additional programs are added.

The Board asked why multicultural programs are not listed in the report. Melanie acknowledged that no summer programs fit the multicultural definition this year but staff are thinking about how to approach this for next year.

Staff are excited about the balance of programming, the extra focus on digital services this year and the opportunity they will have to engage with families. The Board asked if volunteers are available. Melanie confirmed that there are more than enough volunteers and that there are volunteers returning from last year's summer camp.

- (c) The flyer Summer Fun @ Your Library which lists all the free summer programs was included.

BUSINESS SECTION4. Approval of Minutes

MOVED: That the minutes of the regular meeting of May 21, 2014 be approved as presented.

BOSTWICK/CHAHAL.....CARRIED

5. Business Arising

None

6. Correspondence

None

COMMUNITY7. Report from Councillor Barnes

None.

8. Report from the Friends of the Library

Alison Cormack reported that the Friends are working on the upcoming sales: Saturday, September 13 will be the mini sale in Brighthouse Branch and Saturday and Sunday, October 4 and 5 will be the Whale of a Sale at Thompson Community Centre.

9. Customer Comment Forms

Peter noted that the customer comment forms were on table for review. Greg reminded the Board that we will be reformatting this report and asked for suggestions.

The Board asked if a program similar to an IT ticket system is available that could collect

and report member comments.

(a) Summary of Comments

A summary of comments was included for information.

BOARD

18. Items for Decision/Discussion

(a) Long Range and Strategic Planning Update

- i. Status Report #18 was included for information. Greg reported that he received the draft final report from IBI Group today.

The Board asked if stakeholders will be invited back. Greg confirmed that we plan to meet with stakeholders again in spring 2015 and they will receive our Strategic Plan document before then.

- ii. An updated version of the final draft of the Strategic and Long Range Plan 2014-2018 was provided on table. City staff and Councillor Barnes had input on this version. Changes included noting Steveston Branch as a priority, moving long term strategy after budget discussion and focussing budget discussion on what we need to move forward.

Peter asked if the Board had comments or questions on the document. None noted at this time. Greg noted that some budget items would be on our Wish List to the Friends of the Library as well. The document will become public after the General Purpose Meeting scheduled for July 21.

MOVED: That the Richmond Public Library Strategic and Long Range Plan 2014-2018 be accepted.

COUSAR/TANG.....CARRIED

- iii. A listing of the action items only from Richmond Public Library Strategic and Long Range Plan 2014-2018 was included for information.
- iv. A suggested Strategic Plan presentation strategy and related education sessions for Library Board were included. The Board discussed the focus of the presentation and considered the type of questions Council is likely to ask. Peter and Greg will speak for the library and all Board, Friends and senior staff are encouraged to attend. Greg confirmed Board will distribute the presentation prior to July 21st.
- v. Susan Walters noted that she held 8 all staff meetings to update staff on the public consultation process and introduce the proof-of-concept services. Over 90 staff attended and supporting documents are being distributed. Staff were very enthusiastic about where our new services are headed and look forward to continuing to engage our community in order to deliver the best possible library services.
- vi. The Strategic Plan Public Document was deferred to the July meeting.

- (b) The draft 2013 Report to Community was enclosed for Board review before staff publish it widely.

ACTION

STAFF:
Forward a copy to the Friends.

STAFF:
Update to reflect revised plan.

STAFF:
reminder email with correct location

STAFF:
Publish 2013 Report to Community

ACTION10. Chief Librarian Verbal Report

Greg reported that he attended the Canadian Library Association (CLA) conference in Victoria, in conjunction with a Canadian Urban Libraries Council (CULC) meeting. All libraries are reporting the same type of issues – the shift to digital content and new buildings. Rationale for new buildings is city development, creating vibrant, literate communities. Greg discussed CLA as a national library association and the difference between them and provincial library associations. CLA does national advocacy and lobbies government on a national basis.

11. Program Reports

(a) A report on Large Event Programming May to July 2014 was included. Lee Anne Smith reported that the Science, Innovation and Technology speaker series will continue later this year and the community partner is looking for speakers. Greg noted that this event is a good example of the new model of service and demonstrates the importance of networking in the field of science.

i. Coverage of SIT series from the Triumph website was included.

(b) A report on community engagement and multicultural programming was included. Multicultural Week in November will include 10 digital settlement stories from Richmond immigrants being shared on the library website and through Create & Learn

12. Project Reports

(a) A report on Chinese ebook collection was included. Kat Lucas reported that the collection launched June 4 in OverDrive. We started the collection with over 500 titles.

(b) A report on Canadian Anti-Spam Legislation was included. Kat reported the library has analysed our email lists and will obtain consent or purge email addresses by June 30th.

(c) A report on outreach at City Hall was included. Kat reported that the number of registrations was low, but staff can take the technical knowledge from this experience to malls or other public spaces.

13. Report to Richmond Chinese School Foundation

The 2013 report was included for Board information. Greg reported that the RCSF members will be contacted regarding the use and promotion of the Special Collection on Chinese Culture.

14. VTLS Bought by Innovative Interfaces

Mark Ellis reported that the vendor of our catalogue, bibliographic database and circulation system (VTLS) has been purchased by Innovative Interfaces. They now own four parallel library automation systems. There is no indication yet that our system will change, but future development of our system is uncertain.

15. Steveston Branch Closure June 18-22, 2014

An email from Shaneena Rahman detailing the temporary closure for minor renovations at the Steveston Community Centre was included for information.

INTERLINK16. InterLINK Report

Mark Bostwick reported that the InterLINK board approved spending funds on improving the interlibrary loan system and are developing a speaker series for staff training which will be especially valuable to smaller libraries.

ACTIONBRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION17. British Columbia Library Trustees Association

Peter reported that Paul Tutsch was elected President and Donna MacDonald was elected Vice President at the recent BCLTA AGM. BCLTA is focussed on delivering the Trustee Orientation Program (TOP) and library advocacy.

BOARD19. Items for Information

- (a) Peter reported that the June 12 Board Social event was a success and thanked everyone for attending. The Board thanked Peter for hosting.
- (b) Peter noted that the recognition event for the Kronier family is scheduled for July 8th. Staff will organize a special event for the family.
- (c) Peter noted that he attended the CLA conference session on fundraising which focussed on smaller communities. The takeaway was to target what the public are donating to – a wish list is valuable. Kat noted she attended a good session on project management and a session for the Collection HQ User Group. Peter noted the exhibit hall was a highlight. Greg noted he was part of a panel on library school education that highlighted the student's attitude as a large factor in career success. The next CLA conference will be June 3 to 6, 2015 in Ottawa.
- (d) A link to the most recent edition of Feliciter will be posted on the Board Blog when available.
- (e) The Board Calendar and Work Plan were provided for information.

20. Other Business

None.

21. Date of Next Meeting

The next Board meeting is scheduled on **Wednesday, July 30, 2014 at 5:30 p.m.**
Peter noted the September 17th meeting has been rescheduled to October 1.

22. Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:15 p.m.

CHAIR



CHIEF LIBRARIAN

