

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, September 30, 2015

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

Susan Walters, Deputy Chief Librarian

Regrets: Traci Corr
Robin Leung
Greg Buss, Chief Librarian and Secretary to the Board

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

BOSTWICK/COUSAR.....CARRIED

EDUCATION SESSION

3. (a) An outline of educational session topics was included for information.

Susan Walters noted that education sessions are planned for the following topics: digital literacy update, community volunteer program and the development of relevant metrics.

ACTION

STAFF: assign education sessions for Oct., Nov. and Jan. meetings.

BUSINESS SECTION

4. Approval of Minutes

MOVED: That the minutes of the regular meeting of July 29, 2015 be approved as presented.

KAFKA/COUSAR.....CARRIED

5. Business Arising

None.

6. Correspondence

a) A letter dated September 22, 2015 to The Honourable Mike Bernier, Minister of Education was included for information. The Board noted it would good to invite Minister Bernier to visit RPL and suggested a possible joint visit with other InterLINK libraries. Susan and Greg will look into this.

STAFF: investigate joint visit for Minister Bernier to several libraries.

COMMUNITY

7. Report from Councillor Au

Councillor Au reported that Council was on vacation over the summer and he has nothing to report at this time.

8. Report from the Friends of the Library

Alison Cormack reported that the September 19th mini sale netted \$642. The next events are the big sale at Thompson on the weekend of October 3-4 and the Annual General Meeting on November 28th.

9. Customer Comment Forms

A summary of comments was included for information.

BOARD

10. Items for Decision/Discussion

(a) 2016 Budget Submission.

- i. A copy of the submitted Operating Budget was included for information.
- ii. As requested, two Additional Level Requests were submitted and were included, with ranking criteria, for information. The first is for \$200,000 relating to ongoing additions to collections. The second is for \$70,000 as a one-time capital project relating the Canada 150 grant approved for improvements to *The Launchpad* in Brighthouse. Both requests are with the City. A decision is expected by year end.

The Board asked for the City's perspective on the requests. Susan reported that they understand that the Canadian dollar exchange affects us and our purchasing power more than it might impact other city departments and they are supportive of the requests.

Susan is preparing a report showing what we were able to purchase with the \$200,000 additional funding received in 2015 and the value to library services.

The Board noted that library service is affected by three factors: the rate of Canadian dollar exchange when purchasing from US suppliers, the level of city funding and that our circulation is dropping because we can't provide the materials that our members want in a timely manner.

Susan noted that holds are a challenge. Our new system (Sierra) shows members an estimated wait time by displaying position in holds queue. The shorter loan period may help as well.

(b) Leadership Richmond Youth Now

Susan Walters noted that a request for participation from Richmond Cares Richmond Gives to participate in the Youth Now program was received, but not in time to share with the Board before the application deadline. Susan requested and the Board agreed to consider an application next June, given our need to reach out to the 18-40 audience, allowing time to identify Board mentors and a project relevant to a governance board.

ACTION

STAFF: put dates in calendar

STAFF: prepare report.

STAFF: Add to June 2016 Agenda.

ACTION

(c) Fund Development Program Action Plan

Stephanie Vokey's report was included. Stephanie described significant progress with short term items and next steps.

- i. A wish list was distributed on table. The board asked if the wish list items could be sorted into groups such as cost and service area. Some items may be more relevant to corporate donors and some for individuals. Different lists for different audiences may be useful.

INTERLINK11. InterLINK Report

(a) A letter dated July 30, 2015 regarding the 2014 resource sharing payment was included.

(b) A letter dated August 6, 2016 acknowledging the payment was included.

Mark reported he was unable to attend the September 29 meeting. However, he was able to report that InterLINK is planning for a grant to support their leadership program and the topics of the program are finalized. They are working on a strategic plan and holding a special meeting on October 18th for strategic planning discussion.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION12. British Columbia Library Trustees Association Report

a) The September 2015 Bulletin was included for information.

Susan Koch reported that BCLTA held a planning session September 26th at Richmond Public Library. BCLTA attended the Union of BC Municipalities (UBCM) Conference earlier in September.

Simon noted the link to the Surrey Library's 2015 Literacy Day report included in the BCLTA Bulletin and suggested that we prepare something similar. Susan Walters noted that she has a copy of the report and has shared it with Stephanie.

STAFF:
prepare similar
statistics.

STAFF OPERATIONS13. Deputy Chief Librarian's Verbal Report

Susan reported that she attended the conference "Outcomes, Value and Impact – Metrics for Library Success" and co-presented one session titled "Struggling with Metrics for Meaning" with Scott Hargrove, CEO FVRL. Susan spoke to the pressure to measure, appropriate measurements and shared our experiences with MindMixer and OrangeBoy. The conference included very good sessions from across North America.

Susan attended the Parks, Recreation and Community Services Committee meeting at City Hall yesterday, at which the Community Needs Assessment was presented. 97% of the residents surveyed visit a park or used a facility in the last year, and of those 80% use the library. The findings will be taken into consideration as a review of PRCS facilities continues.

Susan and Simon met with the city's consultant preparing the Facilities Needs Assessment and contributed information from our public consultation. An update is forthcoming.

ACTION

Susan met with City staff and may arrange a tour of Surrey Central Library for the insights provided when building a library for future needs. Surrey rents out space not needed at the moment, but built to support their future needs.

The Board asked what direction Susan sees metrics going. Susan noted that we started with outcome based measurements in 2013 and found these to be so staff intensive when applied to every program and service that they were not practical. Measurements like making connections in the community or increasing parent confidence, things that tie to council goals and prove an impact are important but difficult to obtain. It will be important to select 2-3 programs or services to measure outcomes and impacts and then extend. Traditional metrics like gate count and circulation are still valuable and required, as this is how we manage the library and support the City in its decision making regarding funding and facilities.

STAFF: pick a few metrics and then move forward.

The Board suggested looking south to Washington and Oregon for facilities as well. The Board asked when the facilities update will be reviewed by Council. Susan expects that will happen by the end of the year.

14. Program Reports

- (a) Lee Anne Smiths' report on Large and Special Event programming was included. Lee Anne pointed out several events where Board attendance would be an opportunity to connect with the community, city staff and the new community partners we are building relationships with.

October 1st PechaKucha Night
 October 7th Behind the Scenes
 October 23/24 Science Bash/Tech Faire

BOARD: Attend these important events where possible.

- (b) Melanie Au's report on 2015 Summer Programming was included. Melanie noted proof-of-concept services including parent sessions and arcade games were very successful.

The Board asked if ESL/Immigrant parents took part. Melanie noted that about 90% of the parent sessions were with ESL or immigrant parents. We had Touchstone and library staff available to translate.

The Board asked what topics the parents were interested in. Melanie reported that digital services, library resources, physical fitness and mindfulness in parenting were popular topics.

Susan noted that one of the issues we have is space. During popular times of day, both with partners and our various audiences, there isn't enough space to hold all the programs we would like to without impacting other popular services. Seating spaces and noise become issues.

The Board noted that school visits are key. Melanie reminded the Board that last year's teacher strike had a big impact on the amount of school visits.

Susan noted that teen volunteers for the reading buddies program are supported by Cadillac Fairview Richmond Centre. A recent Facebook post on a winning teen included valuable comments on the value of volunteering and has generated more requests for information on how to become a volunteer at RPL.

STAFF: Include link on the Board's Blog.

ACTION

- (c) Shelly Civkin's report on the Shofar making demonstration was included.
- (d) Anne Bechard and Cindy Ho's report on Digital Learning Collection was included. Staff are spreading the word with Tech Popups at branches and preparing for the Science Bash and Tech Faire. New tours for grades 4 and 5 student classes are planned.
- (e) Stephanie Vokey's report on the Writer in Residence Series was included. The series launched September 25th and ends November 21st with a finale event in the Cultural Centre's Performance Hall.

15. Project Reports

- (a) Mark Ellis's report on Sierra Migration was included.

Mark noted that implementation is winding down. Sierra is the source for a lot of our metrics and staff have some work to do to match our statistics system to Sierra.

The Board asked about security. Mark confirmed that Sierra is behind a firewall. Outside vendors have limited access to secure areas.

The Board asked if we've had an external audit of our system security. Mark confirmed we have not, and that this is recommended. Preparing for an audit requires staff to identify risks and map out the high/low areas of impact and probability, to balance security with service.

- (b) Stephanie Vokey's report on the Changes to Fines and Loans Communication Plan was included. The Board asked if the key messages could be reduced in number. Too many key messages can be confusing. The Board noted that changes to the fine and loan structure can be reversed if the feedback is very negative. Susan noted that only Burnaby and Richmond have a 4 week loan period and reiterated that member feedback has a big role in the process. A forum for member feedback that is both easy to use and to collate responses needs to be determined.

STAFF:
determine
forum for
member
feedback.

ITEMS FOR INFORMATION

- 16. Simon reminded the Board to attend the Civic Appreciation event at City Hall on October 20th. All Board should have receive an invitation from the Mayor's office.
- 17. Susan provided an update to the 2016 Trustee Recruitment. 19 applications were received, one from an applicant who resides in Vancouver and does not qualify. Two sitting Trustees applied for reappointment. 16 interviews will be scheduled. As Traci will be unavailable, the Recruitment Committee was confirmed to be Diane Cousar and Susan Koch.
- 19. Shelley reminded the Board of the Dayson Donor Event scheduled on Wednesday, November 18th. This important event is to thank the Dayson family for their long history of donations to the library. All Board were encouraged to attend. The Board asked if the wish list can be available to reach potential donors at the event.
- 20. A link to the electronic edition of *Felicitier* Vol. 61 No.1 (Spring 2015) "Future Skills, Future Professionals" was posted on the Board Blog in May. Links to future editions will be posted when available.

STAFF:
schedule
interviews.

STAFF:
prepare
appropriate
wish list.

ACTION

21. The Board Calendar and Work Plan were provided for information.

OTHER BUSINESS

The Board thanked Susan for her support over the past weeks of Greg's absence.


NEXT MEETING

The next Board meeting is scheduled on **Wednesday, October 28, 2015 at 5:30 p.m.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:20 p.m.

CHAIR



DEPUTY CHIEF LIBRARIAN