

**RICHMOND PUBLIC LIBRARY BOARD**

**REGULAR MEETING**

**Wednesday, March 30, 2016**

Present: Susan Koch, Vice Chair, acting as Chair  
Simon Tang, Chair  
Chak Au, Council Liaison  
Alexa Loo, Alternate Council Liaison  
Diane Cousar  
Chaslynn Gillanders  
Robin Leung  
Jordan Oye  
Arseniy Shchedrinskiy

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

Regrets: Traci Corr

ACTION

1. Call to Order

The meeting was called to order at 5.45 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

.....CARRIED

**EDUCATION SESSION**

3. (a) An outline of educational session topics was included for information.
- (b) Melanie Au presented on the Refocussed Children's and Family Services Plan
- i. A project charter was included.
  - ii. A timeline was included.

Melanie reported that she is participating in Project LLEAD: Developing Library Leaders (Library Leadership Excellence and Development), a year-long training course and staff development project through Public Library InterLINK. The Refocussed Children's and Family Services Plan is her project work. The course provides additional resources including monthly sessions with colleagues and access to mentors. This project is a strategic plan for the library's Children's and Family Services.

Melanie noted that the library plays a role in the City of Richmond's vision, and their Youth Services Plan. This involves working with our community partners and making outreach into the community more effective.

Melanie noted the planning tools she is working with and developing further – the charter document and timelines, task lists, cost summaries, etc.

The Board asked if more collaboration is on the horizon. Melanie noted that she is working with other agencies too, including Richmond Children First,

## ACTION

Richmond Addiction Services, Society for Community Living among others, and many individual partners.

The Board asked how often the three-year plan will be reported, and in what context. Melanie noted she is looking for a reporting tool and meaningful statistics. The Board noted that a connection between Strategy and statistics presented to the Board is useful. Melanie reported that the public will see external outcomes and staff will see internal outcomes.

The Board asked how the plan is related to overall community development and how we prioritize. When do we take leadership and when do we let other partners lead? Melanie reported that she sits at a collaborative table with other groups, including the school board, to eliminate redundancy and help each other. Priorities are reviewed for key components that will get us where we want to be.

The Board asked if the lessons learned could be included when reporting metrics, even in bullet form. This is valuable alongside the measurements and allows us to apply the learning to the next similar project.

## **BUSINESS SECTION**

### 4. Approval of Minutes

MOVED: That the minutes of the regular meeting of February 24, 2016 be approved as presented.

SHCHEDRINSKIY/LEUNG.....CARRIED

### 5. Business Arising

(a) A summary of requests for reconsideration from 2006 to 2015 prepared by Lee Anne Smith was included.

(b) A status report on requests for reconsideration prepared by Library Administration, including statistics from 1978 to 2015 was included.

Greg noted that at the Freedom to Read Week presentation last month the Board asked us to go back 10 years and report on challenged materials. Staff then went back to the beginning and developed comprehensive statistics on challenges that were returned to the collection, reassigned to another location or removed from the collection. The resulting statistics say a lot about the sophistication of our community, as only 7 challenges were discarded in the past 37 years. The remaining 101 were retained or relocated.

Greg reviewed the process for challenged material: once the challenge form is completed, three staff are assigned to research the item and make a recommendation, then the Deputy Chief Librarian makes a decision and contacts the customer with the result.

### 6. Correspondence

(a) A letter dated January 28, 2016 from Richmond Community Foundation re: 2015 Distributable Income was included

i. The Fund Statement was included.

ii. A letter re: the FOL donation to the endowment fund was included.

## ACTION

The Board asked if the Endowment Fund affects our budget request. Greg replied that the City recognizes that community donations are not meant to replace any part of the City's contribution, but rather provide enhanced services.

**COMMUNITY**7. Report from Councillor

Councillor Au reported that new street banners were approved and the City adopted the Council Term Goals 2014-2018 Achievement Highlights for 2015. Councillor Au noted that 2015 was an all-time record in building and the busiest filming year, and that the City opened the City Centre Community Centre and the Richmond Olympic Experience.

Greg asked about the Facilities Plan. Councillor Loo noted that it was received in a closed meeting and referred back to staff.

Staff: add link to Board Blog.

8. Report from the Friends of the Library

Betsy Blair reported that the February and March mini sales were most successful in children's book sales. Over \$1,500 was raised in the mini sales. The big sale is this coming weekend, with over 1,100 boxes or approximately 30,000 books for sale at the Thompson Community Centre.

9. Customer Comment Forms

A summary of comments was included for information.

**BOARD**10. Items for Decision/Discussion

None.

**INTERLINK**11. InterLINK Report

Robin reported that InterLINK is fine tuning their Strategic Plan 2016-2019, which will be distributed next month and will be voted on at the May meeting.

Robin noted that the North Vancouver City Public Library donation campaign includes a letter from the Chair in the donation material folder, and outlines their recognition program, the projects requiring funding, and Board members contact prospective donors. A sample may be available.

(a) The 2016 InterLINK budget was received for information.

Staff: send letter receiving budget to InterLINK.

**BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**12. British Columbia Library Trustees Association Report

Susan Koch reported that the conference starts with a dinner Friday, May 13<sup>th</sup> and a full day of sessions on Saturday, May 14<sup>th</sup>. Trustees from all over the province will participate. All Trustees were encouraged to attend.

Staff: Register Trustees for conference.

(a) The March 2016 Bulletin was included.

**STAFF OPERATIONS****13. Deputy Chief Librarian's Report**

- (a) Susan Walters' report on Operational Highlights for March was included.

Susan noted the organization chart was a recent priority. Titles were amended:

- Shaneena Rahman becomes the Coordinator, Collections, Merchandising and Circulation.
- Lee Anne Smith becomes the Coordinator, Programming, Digital and Information Services.
- Wendy Jang becomes the Coordinator, Multicultural and Chinese Community Services.

Vacant positions in the hiring stage include the Coordinator, Information Technology, the Head, Digital Services and a Library Technician II – Branches.

- (b) Susan's report on Staff Development and Training was included.

Susan noted the follow-up staff survey is planned for later this year.

(Chak Au left at 7:00 pm)

The Board asked if we participate in co-op programs. Susan noted we have participated with UBC and Langara.

- (c) Stephanie Vokey's Summary of Comments on Changes to Fines and Loans & Hours of Operations was included.

Stephanie noted that metrics were include for the period February 18 to March 22, 2016. Member feedback survey starts April 1<sup>st</sup>, replacing the comment cards. Each branch will have a dedicated computer available to complete the survey.

The survey addresses the issue of changes we had to make and the results will be forwarded to City Council. Stephanie pointed out that 77 people provided comments in the reported month and that the survey will reach a broader audience. We expect much larger participation.

**14. Program Reports**

- (a) Lee Anne Smith's report on Programs and Outreach was included.

Lee Anne noted that the range and size of programming for the target demographics (19-30, Older Adults and Newcomers) is quite large.

The Board noted the metrics provided are informative and relevant. They asked if the strategy is driving the programming. Lee Anne reported that a portion of the programming comes from the community.

**15. Project Reports**

- (a) Melanie Au's report on Community Outreach: United Way Avenues of Change was included.

Melanie reported that three years of funding have been secured for this United Way project to reduce vulnerability among children under 6 in the City Centre. Two strategies are employed: neighbourhood family connections and vertical

## ACTION

parenting engagement. The library is involved in recruiting neighbourhood family connectors and will participate in training them, while the project is managed by Touchstone Family Association.

- (b) Melanie Au's report on Early Year's Centre Strategy was included.

Melanie reported that the library has been designated as the hub for this strategy, providing families with one-stop access to a range of services, information and referrals.

The Board asked if these two programs have been promoted on our website. Melanie reported that when the United Way success stories are available they will be featured on our website. The Early Year's Centre Strategy has just been funded and has not been announced in the media yet. Nothing is set up in the library for it yet, but will be by next month.

- (c) Stephanie Vokey's report on Member Feedback Survey on Recent Changes to Loan Periods, Borrowing Limits, Renewals and Late Charges was included.

Stephanie noted the Member Feedback Survey starts April 1<sup>st</sup> for 3 weeks and will be sent to about 18,000 library members. Survey participation is anonymous.

### **ITEMS FOR INFORMATION**

16. Notes of the Special Meeting on Strategic Plan Status held March 2 were included.
17. Simon reported that the Richmond Chinese Community Society Dinner held on March 3<sup>rd</sup> was a success.
18. Lee Anne Smith reported that the library Champions Celebration event held March 4<sup>th</sup> was well attended. Jordan noted it was interesting to see the impact the library has on people. Chaslynn noted she also heard from Champions and found them passionate participants.
19. An invitation to attend the Community Volunteer Appreciation Event on the evening of April 28<sup>th</sup> was included.
20. The 2015 Staff Recognition / Retiree event will be scheduled in June.
21. The Board Calendar and Work Plan were provided for information.
22. New Trustee orientation branch tours will be scheduled in April.

Staff: Invite staff to be recognized.

### **OTHER BUSINESS**

23. A memo on Community Partner Signage was provided on table.

Susan reported that a recent community table participant promoted their event in Chinese only. Library staff are reviewing the guidelines for community partner signage and results will be brought forward to a future Board meeting.

### **NEXT MEETING**

The next Regular Board meeting is scheduled on **Wednesday, April 27, 2016.**

ACTION

**ADJOURNMENT**

There being no further business, the Chair declared the meeting adjourned at 7:55 p.m.

VICE CHAIR Susan Koch

CHIEF LIBRARIAN Greg Brun