

# RICHMOND PUBLIC LIBRARY BOARD

Wednesday, April 25, 2012

Present: Pat Watson, Chair  
Peter Kafka, Vice Chair  
Mark Bostwick  
Diane Cousar  
Sanjiv Khangura  
Susan Koch  
Simon Tang

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Dulce Cuenca  
Councillor Linda Barnes

## **BUSINESS SECTION**

### 1. Call to Order

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

### 2. Approval of Agenda

MOVED: That the agenda be approved with the addition of items 9(a), 14(a) and 17(f) on table.

COUSAR/BOSTWICK.....CARRIED

### 3. Approval of Minutes

MOVED: That the minutes of the regular meeting of March 28, 2012 be approved as presented.

KAFKA/BOSTWICK.....CARRIED

### 4. Business Arising

None

### 5. Correspondence

None

## **EDUCATION SESSION**

6. An outline of education topics completed and planned for future was included for information.

(a) Overview of Richmond Public Library's Strategic Position.

Greg noted that the pace of change is increasing. Version 1 of the library (1976 to 2000) focussed on our independence, building the collection and developing basic library service. Version 2 (2000 to 2010) focussed on multilingual service, public access to technology, self-service convenience, food and drink in the library, merchandising and meeting popular collection demands. We increased our footprint by 3 branches in this decade. Version 2 became an award winning service model with an international reputation for innovation, outstanding performance measurements and a high level of customer use and satisfaction. Unfortunately, Version 2 is inadequate to meet our community's changing needs.

The first step in developing a Version 3 for RPL service was being recognized by City Staff and Council. Our existing strategic plan is insufficient as it does not align with City Council goals and objectives or other City strategies. We have now been given the means for a community consultation and Version 3 of our service model will become the baseline for the future.

Greg outlined the steps to reaching Version 3:

- Our 4 pillars: Community driven, Activity based, Technologically powered, Information rich
- Demolishing the outdated: several departments, aging print collection and outdated technologies
- New thinking: learning from the board, community, city, library community, other organizations and each other
- Laying the foundations: starting with senior staff participating in the "learning academy" – roles described in item 6(b) – to model the "learning place", developing learning place on 2<sup>nd</sup> floor, developing kids' place further by adding kids' learning place, replacing old technology in KP with iPads, merchandising the Top 20 Powerwalls in all areas/branches.
- Online service through chat, texting, email, mobile devices.
- Ebook web site and increased collection
- Test Drive centre on 2<sup>nd</sup> floor
- Delivering technology courses for the public
- Programming emphasising community engagement
- Programming the Lee collection

Greg noted that we have already begun implementation by re-arranging physical space, collections and merchandising, re-allocating/re-assigning and relocating staff resources and reallocating the collection budget.

Deadlines are coming up very fast. Completion of all the steps to reach Version 3 of the service model is scheduled for the end of 2012. We anticipate a feasibility study comprised of community consultation, program of services and building program in winter 2012/13, followed by budget submission by September 2013 and RPL Version 4.0 – a new strategic plan submitted to Council in late 2013.

Expected consequences of the work we are undertaking over the next few months are:

- Greatly improved services
- Staff development and succession planning
- Some disruption of library services during the change period and some customer unhappiness as they adjust to the new service
- Some staff unhappiness as they adjust to new work locations, duties, shifts, new skills and requirement for collaboration

Version 4.0 will project library service 20 years into the future, recognizing the changing demographics of our community and that the tipping point to digital services will have occurred. 4.0 will also recognize that the changing education system provides new opportunities to the library and building design and use will be significantly different, incorporating green, multiple use, fully digital, "third" space concepts built for collaboration.

After discussion, the Board confirmed that they fully support the changes being made and the urgency of the timetable. They requested an update of progress towards the deadlines at each meeting. They acknowledged that the change was of a transformational nature and not merely "more of the same". The Board also acknowledged that transformational change will be difficult for some customers and staff and we anticipate some negative reactions to the changes.

- (b) Learning Academy roles of senior staff were provided for information.
- (c) A copy of a memo dated April 4, 2012 to George Duncan from Cathryn Volkering Carlile, General Manager – Community Services regarding an Update on RPL was provided for information.

## **STAFF OPERATIONS**

### 7. RPL Strategic Plan Report

- (a) A summary of the Writer-in-Residence Program was provided for information.

### 8. Approval of New Horizons for Seniors Nostalgia Kits Grant

Greg noted that a grant for this program has been confirmed, but announcement will come in future from the granting agency. The program is anticipated to begin in summer and will involve collaboration with Volunteer Richmond Information Services and the City of Richmond Seniors Centre.

### 9. Governing Information Technology Risk

- (a) "*Governing Information Technology Risk*" by Michael Parent and Blaize Horner Reich was enclosed.
- (b) A status report on Information Technology Issues for May 2012 was presented on table. The Board requested that future status reports include action items.

**10. First Quarter Reports**

- (a) A Statement of Revenue and Expenditure as of March 31, 2012 was included for information.
- (b) A summary of Circulation graph was included. The Board discussed the statistic being reported and questioned if we are measuring the right thing. They noted that with the new strategic plan they may require different metrics.
- (c) The statistics package for March 2012 was included. The Board asked for further information on subscription databases and costs.

**COMMUNITY****11. Report from Councillor Barnes**

None

**12. Friends of the Richmond Library**

Debby Newton reported that the recent book sale experienced fewer customers and sales of just under \$9,000. The Friends of the Richmond Library 40<sup>th</sup> Anniversary party is in planning stages and more information will come soon.

**13. InterLINK Report**

Mark reported that the next InterLINK Board meeting is in May.

- (a) Urban Libraries Settlement Partnership document was included for information. Ten urban libraries will share \$500,000 per year, over three years.

**14. British Columbia Library Trustees Association Report**

Peter reported that the new BCLTA Executive Director is in place. Peter confirmed that his term on the BCLTA Board of Directors ends next year.

- (a) An email dated April 24, 2012 regarding proposed cuts to the Community Access Program (CAP) was presented on table. These proposed cuts would impact smaller and rural libraries more than Metro Vancouver libraries.

**15. Customer Comment Forms**

Pat noted that the customer comment forms were on table for review.

- (a) Summary of Comments

The summary of comments is included for information.

**BOARD****16. Items for Decision and/or Discussion**

- (a) Strategic Plan Implementation

- i. A City Council resolution dated April 10, 2012 recommending that our strategic plan be updated in consultation with the community and that the Board be requested to consider \$110,000 from the Library's accumulated surplus was included.
- ii. A recommended motion was included and passed:
  1. Moved that the Library Board approve an allocation of \$110,000 from the Library's accumulated Operating Surplus to fund an updated strategic planning process as suggested by City Council in its resolution on April 10, 2012. The planning process would include, but not necessarily be limited to:
    - a. A community consultation process;
    - b. Development of a future oriented program of services designed to meet community needs in the coming decade; and
    - c. Development of a proposed building program consistent with delivering the above program of services.
  2. If \$110,000 does not prove sufficient to cover the full cost of the planning process the Library Board should consider making further allocations from the Library's accumulated Operating Surplus to cover the costs.
  3. If the Library Board wishes to undertake other initiatives related to or complementary to the planning process, further allocation of funding from the Library's accumulated Operating Surplus should be considered.

BOSTWICK/COUSAR....CARRIED

(b) Fund Development

- i. Letters dated April 17 to Richmond Community Foundation and Lorraine Palmer re: Kronier and Sparrow Ltd. Donation were included.
- ii. A recognition event for the Kronier family will be arranged as soon as possible, perhaps as soon as May 30<sup>th</sup>. Friends and other guests will be invited as well.
- iii. A summary of the meeting with community leaders regarding the Lee Collection was included. A new cataloguing clerk will be starting soon to begin processing the collection, to provide some visibility to at least parts of the collection within 3 to 6 months, as requested by the community leaders. Another meeting will be arranged in 6 months.

(c) 2011 Financial Statements Update

- i. An updated Schedule 1 was included for information. The Auditors will present 2011 Financial Statements at the May meeting, and City Staff will attend as well. A workshop for the Board will be scheduled separately.

17. Items for Information

- (a) The agenda of a special Board meeting held April 18, 2012 were included for information.

- (b) An invitation to "Imagine the Future", a community dialogue at North Vancouver City Library on Tuesday, May 1<sup>st</sup> was included for information. Pat and others will attend.
- (c) A summary of a paper by Sandra Singh, Chief Librarian, Vancouver Public Library was included for reference at the upcoming meeting with Surrey Public Library.
- (d) The current *Felicitier* issue was available on table.
- (e) The calendar and work plan were included. The June Board meeting will not need to be rescheduled as both Pat and Peter will be returning on June 26<sup>th</sup>. The Board asked for confirmation of their registrations to BCLA/BCLTA conference and a suggestion of which seminars would be time best spent. Peter noted that the trustee sessions are good networking opportunities.
- (f) A press release dated April 16, 2012 from BCLA regarding funding cuts to the Community Access Program (CAP) was presented on table.

18. Other Business

None.

19. Date of Next meeting

The next meeting is **Wednesday, May 30, 2012 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 8:00 p.m.

CHAIR Pat Natson

CHIEF LIBRARIAN Greg Burn