

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, April 27, 2011

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

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Councillor Linda Barnes

BUSINESS SECTION

1. Call to Order

The meeting was called to order at 5:40 pm.

2. Approval of Agenda

MOVED: That the agenda be approved as presented with the addition of items 6(a) and 16(a)(ii) presented on table.

KAFKA/CUENCA.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of March 30, 2011 be approved as presented.

COUSAR/TANG.....CARRIED

4. Business Arising

(a) A report of outstanding items to be brought forward was included for information.

5. Correspondence

(a) A thank you letter dated April 13, 2011 and card from Arlene Yoshikawa was included.

(b) A letter dated April 19, 2011 to the Friends of the Library thanking them for their recent donation used to purchase a portable puppet stage. Photographs of the puppet stage in use will be made available.

REVIEW AND APPROVAL OF 2010 FINANCIAL STATEMENTS

6. Pat introduced Becky Hui, Senior Manager, KPMG, to review the draft financial statements for the year ended December 31, 2010.
- (a) The Audit Finding letter dated April 20, 2011 was included for information
 - (b) The Engagement letter dated December 3, 2010 was included for information.
 - (c) The Independence letter dated April 20, 2011 was included for information.
 - (d) The Management Representation letter was included for review. This letter will be dated today, the date of the Board meeting approving the financial statements.
 - (e) The Financial Statements for the year ended December 31, 2010 were included for decision.

The Board discussed the Financial Statements and related Notes. Discussion included:

- Large donations are appraised if appropriate, small donations are not.
- If we receive a donation and buy materials with it, those materials become Tangible Capital Assets.
- Municipal Pension Plan. Contributing employers include all municipal governments in BC. The plan does its own valuation every three years. Deficits or surpluses are not reported in any of the contributing employer's statements. The "Trustees" referred to in Note 11 are Municipal Pension Plan Trustees, not the Richmond Public Library Board of Trustees.
- Post Employment Benefits include all benefits provided by the city: vacation, health benefits, sick leaves and retirement benefits. The obligation in Note 7 relates to post employment benefits that have not been funded.
- Amortization is not part of the budget, and the Board asked if it will be in future. Now that we have 2 years of data and a better idea of what annual amortization should be, the city may add it to the annual budget.
- Becky confirmed that KPMG does not outsource information processing.

The Board requested that an Audit Committee be formed to meet with the Auditors prior to presentation of the 2011 Financial Statements.

MOVED: That the Richmond Public Library Board approve the 2010 Financial Statements as presented.

KAFKA/KOCH.....CARRIED

STAFF OPERATIONS

7. First Quarter Statistics
- (a) A chart of first quarter comparisons for 2008-2011 was provided for information.
 - (b) The March 2011 statistics package was provided for information.
- Greg noted that ebook sessions for customers took place and more programming is planned. Kat Lucas reported that the public response to this programming was gratefulness and that many customers are looking for 1-on-1 training. Staff found the sessions rewarding. 2 common devices (Kindle and Pandigital) are not compatible with Overdrive at this time.

Greg noted an increase in holds, a labour intensive service, and that an education session on the holds process will be part of a future Board meeting.

The Board discussed directional and reference questions statistics. The Board asked for a future education session on reference services.

8. Food for Fines Program

Lee Anne Smith reported that the 2011 Food for Fines program is underway. Customers can return lost or long-overdue items and have fines waived by bringing in a donation to the Richmond Food Bank.

9. UBC/SLAIS Distinguished Alumni Award to Cate McNeely

Cate McNeely, Deputy Chief Librarian, will receive this award at the 50th Anniversary Gala Dinner on April 30, 2011. The Board extended their congratulations to Cate on being recognized for her leadership role.

10. Chief Librarian's Verbal Report

Greg reported that circulation is increasing due to the ongoing merchandising refresh. Now his focus will be moving into social media, including public access catalogue with mobile application. The next year will see the addition of a virtual reference service, a significant development for us, including new software and a shift in resources and staff training. InterLINK will be providing AskAway service, but we will not be participating in that initiative as we feel a more comprehensive service is required.

COMMUNITY

11. Report from Councillor Barnes

No report.

Pat reported Linda will also attend the upcoming meeting with the Mayor.

12. Friends of the Library

Betsy Blair reported that while the FOL are experiencing good quality donations, the Whale of a Sale on April 9/10 was unlike previous years and the net income is down. The best explanation is that the sale followed a 2-week spring break.

13. InterLINK Report

Mark attended the last meeting and reported that:

- Vancouver Public Library completed a study of customer questions and found that 26% of questions come from customers outside of Vancouver. InterLINK has approved a reference grant to VPL.

- InterLINK has a \$49,000 surplus which will go towards a new delivery truck.
- Financial Statements were passed.
- District of North Vancouver Public Library reported that 78% of social media users are women, and most social media users are between the ages of 25-50.

Mark noted that an alternate is required, should he be unable to attend an InterLINK meeting. Sanjiv Khangura agreed to serve as alternate and Mark provided him with the InterLINK orientation package.

14. BCLTA Report

Peter noted that both he and Simon attended the recent conference. Some highlights of sessions include:

- Public Library Funding, led by Ken Haycock, which urged a focus on the impact of literacy, % of Municipal budget and that the biggest givers are not usually users. Greg noted that RPL is funded at 4%.
- Fines – libraries that do not charge fines find that their materials don't come back. RPL fines would be a good education session.
- Simon attended marketing, social media and leadership sessions.
- Trustees are encouraged to attend BCLA/BCLTA conference as it is a great networking opportunity.

Peter also noted that he was elected to the BCLTA Board.

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) Fund Development Status for April 2011 was included.
 - i. The Vancouver Foundation 2010 fund statement of the Richmond Public Library Endowment Fund was included. A decision on disbursement will be made when the cheque is received.
 - ii. An invitation to the Richmond Chinese School Foundation Donation Ceremony on May 18, 2011 was included on table.
- (b) Policy Development Status for April 2011 was included. Human Resources practices will be reviewed at a closed meeting in May.
- (c) Strategic Planning Status for April 2011 was included.
 - i. A graphic designed by Simon Tang was included.
 - ii. The revised draft outline of contents was included.

The Board discussed the draft outline and directed staff to complete the strategic plan based on it. The final plan will be a multiple purpose document aimed at Board, Staff, funders and community partners. The Board will set goals. Staff will develop a detailed staff work plan, and Greg will draft a Board work plan also. Staff development and growth will appear in the 'allies in achieving the strategic plan' section.

17. Items for Information

- (a) Cultural DIVERSEcity Awards dinner was attended by several Board and staff. While we didn't win an award, Wendy recorded a great video describing library services that was seen by all.
- (b) BCLA/BCLTA Conference
 - i. A press release announcing the three awards won by Richmond Public Library was included for information.
Awards were for the International Living Room, the Weekly Book Review Column in the Richmond Review, and BCLTA Super Trustee for Arlene Yoshikawa.
- (c) New Trustees Diane Cousar and Susan Koch participated in a branch tour on April 16th.
- (d) The Board Social event is scheduled for May 6th at the home of Pat and Gary Watson.
- (e) *Felicitier*, Vol. 57, NO. 2 (2011) was enclosed.
- (f) The calendar and work plan were included.

18. Other Business

The Board asked if a survey of email preference could be taken to determine which Trustees would like to receive email notices for upcoming library events.

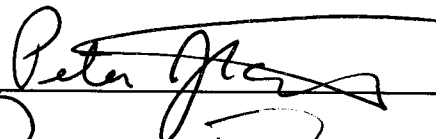
19. Date of Next meeting

The next meeting is **Wednesday, May 25, 2011 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:40 p.m.

VICE CHAIR



CHIEF LIBRARIAN

