

# RICHMOND PUBLIC LIBRARY BOARD

Wednesday, February 21, 2013

Present: Peter Kafka, Chair  
Simon Tang, Vice Chair  
Mark Bostwick  
Dulce Cuenca  
Sanjiv Khangura (left at 6:30)  
Pat Watson

Greg Buss, Chief Librarian and Secretary to the Board

Absent: Diane Cousar  
Susan Koch  
Councillor Linda Barnes

## BUSINESS SECTION

### 1. Call to Order

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

### 2. Approval of Agenda

MOVED: That the agenda be approved as presented with the addition of items 16(a) and 16(b) presented on table, and that items 8 and 14 be moved up.

.....CARRIED

## EDUCATION SESSION

### 8. An outline of educational topics was included for information.

Susan Walters provided a brief overview of modern reference services including our Ask Us service.

Ping He presented an educational session on traditional reference questions and how they have changed.

The focus of reference is to help customers find what they are looking for. Staff bring the willingness to offer help and the measure of success is user satisfaction. Ping described what our reference staff do: teach people how to use the services, answer questions, help people select resources, and promote the library within our community.

Reference services have changed in the following ways: the reference collection incorporated into the stacks as circulating material, the reference "desk" removed

and replaced with an approachable podium, customers' expectations have changed and the questions are more technology related. We are responding to questions using new technology (RefTracker software) and Ping presented some statistics for the past six months.

The Board noted that we use Ask Us, which is specific to Richmond, and not the Just Ask service that is shared by several lower mainland libraries. This was viewed positively as it results in more responsive and accurate reference service for our community.

14. Items for Decision and/or Discussion
  - (a) Long Range and Strategic Planning Update
    - i. Status Report No. 2 was included.

Greg noted that the meeting with IBI at which they will report on Phase 1 of the project is scheduled for Wednesday, March 6<sup>th</sup>. Greg suggested that input regarding the draft communication plan be submitted by email, as that is easily forwarded and shared.

A status report will be included with each Board package, and can be provided more frequently if wanted.

Greg noted that the lead person from IBI is taking an active leadership role. IBI has been diligent and timely in delivery to date.

Peter asked the Board what they want to see in the public consultation.

- Key milestones for phase 3 and 4.
- Planned dates vs. actual – how on target are we?
- Talking with the community – how do we get out to Hamilton or Cambie, for example.
- A list of all community partners, resources and interested parties.
- A description of their methodology – following best practices, evidence based?
- Users, non-users and no longer users.
- Description of MindMixer, how it is more meaningful than a survey.
- Include and learn from our experience and success with engaging groups like the Richmond Hospital.

Peter asked how the Board sees their role. Responses:

- Available when staff need support.
- Useful listeners.
- Engaging volunteers and other language groups.
- Want to know what is happening – more information is better than less.
- Want to keep doing this – community engagement will become a way of life. Need tools we can sustain after the public consultation is done and the consultants leave.

- Feedback to the community is critical.
  - Keeping council up to date, build anticipation so that they are looking forward to the final report and presentation. Must be presented so that Mayor and Council see their connection to our Strategic Plan and Long Range Plan.
- ii. Strategic Long Range Plan Project Goals were included.  
Greg confirmed that the answers to the seven questions asked by IBI have been submitted to them. Peter asked that if the Board have any questions that were not asked here that they be emailed to Greg.

(Sanjiv left at 6:30)

- iii. Draft Communication Plan was included.
- iv. Several articles representative of future library opportunities were enclosed. The Board discussed competing interests and noted that some of the future opportunities shown are not what we believe would be right for our community.

Greg noted that staff will meet with IBI for a full day workshop in March 6<sup>th</sup> in preparation for the Board presentation that evening. Greg advised the Board not to feel pressured to approve anything they are not confident in. While individuals may have more questions, suggestions or not be completely satisfied at that moment, approval is done by the whole Board.

The Board noted that the relationship of RPL to the community of libraries in InterLINK is important too.

### 3. Approval of Minutes

MOVED: That the minutes of the regular meeting of January 30, 2013 be approved as presented.

BOSTWICK/TANG.....CARRIED

### 4. Business Arising

None

### 5. Report from Councillor Barnes

None.

### 6. Report from Friends of the Library

Allison Cormack reported that the Friends are preparing for the upcoming mini sale on March 23<sup>rd</sup> at Brighthouse which will feature adult fiction and quality children's books. The Whale of a Sale takes place on April 13 and 14 at Thompson Community Centre.

7. Correspondence

- (a) A letter dated January 21, 2013 to Richmond Community Foundation regarding the Friends donation was included.

**STAFF OPERATIONS**

9. Family Day Children's Art Festival

Susan reported the trial opening on a statutory holiday on Family Day for the Children's Art Festival was successful, and brought in lots of people who hadn't been to the library before. We anticipate continuing our partnership with the City and other community organizations on Family Day 2014.

10. Freedom to Read Week Package

Shelley noted that as censorship is a global issue, the kiosk display this year included challenged books from 26 different countries. A full list was available in the display. One outside display window included a graphic representation of books behind bars. Most often challenges are for books with sexual content, foul language or racism, and the response to some challenges is to relocate the material in a different section of the library.

The Board asked what has changed. Shelley responded that we have not had a challenge in 2011 or 2012, where in the past we have been challenged several times a year.

Greg noted that we have received 2 challenges this year relating to children's materials.

11. Customer Comment Forms

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

(a) Summary of Comments

The summary of comments is included for information.

**INTERLINK**

12. InterLINK Report

Mark reported that the next meeting is scheduled for February 26<sup>th</sup>.

- (a) A schedule of 2013 InterLINK meetings was included for information.

**BRITISH COLUMBIA LIBRARY TRUSTEES ASSOCIATION**

13. British Columbia Library Trustees Association Report

- (a) A copy of the Richmond Public Library's submission to the Infrastructure and Governance Survey of BC Public Libraries was included for information.

**BOARD**

15. Items for Information

- (a) 2013 Representatives and Committee Appointments were included. This summary includes media contacts.
- (b) Greg reported that he and Susan Koch met with KPMG representatives prior to the 2012 audit. An education session is being planned to describe and clarify duties of the City's Finance Department, Auditor and Board.
- (c) A revised Board Directory was presented on table.
- (d) The electronic edition of the *Feliciter* Vol. 59. No. 1 was posted on the Board's blog.
- (e) The calendar and work plan were included.

16. Other Business

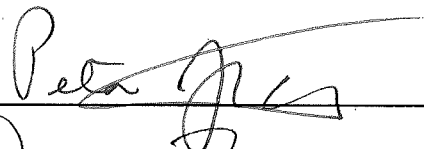
- (a) A report on the Chinese New Year celebration planned for Sunday, February 24<sup>th</sup> was presented on table.
- (b) A report on the Joy of Reading: Chinese Literature Appreciation was presented on table. This series of programs promote the literature books in the Dr. Lee Collection and interest in Chinese culture.

17. Date of Next Meeting

The next meeting will be **Wednesday, April 3, 2013 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:00p.m.

CHAIR 

CHIEF LIBRARIAN 