

**RICHMOND PUBLIC LIBRARY BOARD**

**Wednesday, March 30, 2011**

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

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Councillor Linda Barnes  
Dulce Cuenca  
Sanjiv Khangura

**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 as presented with the addition of items 7, 9(a) and 9(b) presented on table.

KAFKA/KOCH.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of February 23, 2011 be approved as presented.

BOSTWICK/TANG.....CARRIED

4. Business Arising

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

5. Correspondence

None.

## **EDUCATION SESSION**

6. A summary of the 26 responses to the Community Partners Survey was included in the package. Greg noted that the most relevant comment was that our partners want to learn more about us.

Wendy noted that her contacts view the partnership positively. Virginia noted that her contacts appreciate that we're central and popular, so their organizations gain exposure. We use our web feature boxes for promotion also. Shelley noted that we pool our resources and reach larger groups of people that way. Dace noted that the literacy and health groups are an ever growing chain of people referring their clients back to the library.

The survey helped clarify mutual expectations, which can help keep the partnerships effective and efficient. Often the organizations have more turnover than we do.

The Board asked if there are gaps in partnerships. Greg responded that some partnerships move in cycles. For example we did more with the Richmond Chamber of Commerce in the past, and may again in the future, but right now we aren't active together. And with some groups we are just establishing what we can jointly do successfully. There are possibly some gaps we aren't aware of yet. For selected partners we will do more programs and in more depth. For example, Dace spoke about special status library cards and the customized work she's done with Touchstone Family Services counsellors to assist their clients.

The Board asked what we are going to do differently based on the survey responses. Greg responded that we plan to host a face-to-face tour and networking event that will allow the groups to re-connect with us and connect with each other. An educational component could be addressed at the event to help us find out more specifics about what they need and how we can work together. Also, we plan to develop a short description of requirements for marketing to standardize the process a bit but not make it overly bureaucratic.

## **STAFF OPERATIONS**

7. Chinese Book Launch

A report from Wendy Jang was presented on table outlining the successful book launch / exhibit / literary conference held on March 20th. A debriefing will be held with the partners in April.

8. 35<sup>th</sup> Anniversary Proposed Events

A memo from Susan Walters was included, outlining some proposed events to celebrate our 35<sup>th</sup> year as Richmond Public Library. We plan to kick off the celebrations with a repeat of the very successful Food for Fines program, last held in 2008. This program forgives fines for a donation to the Richmond Food Bank. The year will end with a large open house in December.

Pat noted that a meeting will be held with Mayor Brodie soon.

9. Chief Librarian's Verbal Report

Greg reported that circulation has been falling recently and in response the library has been undergoing a refresh of the collection merchandising. This involves relocating and highlighting different parts of the collection in powerwalls. A previous customer survey highlighted that many customers are frequent visitors and we are working hard to ensure they find something fresh on their many visits.

Ruth Collison graciously donated her late husband John's significant collection of community development books, which are being added to our collection. The library plans to increase this important collection and fill in a few gaps. A special ceremony with the Collison family is planned for later this year.

This year's spring break was two weeks, which is a first for Richmond. Virginia reported that Kids' Place and the library in general was not as chaotic as expected, indicating that some families took the opportunity to leave town.

BCLA Merit awards submissions were included on table. Greg reported that we have been informed that the library won two awards: The International Living Room won in the Program or Service category and Shelley Civkin's weekly book review column in the Richmond Review newspaper won in the Advocacy or Marketing category. Susan Walters will receive the International Living Room award and Shelley will receive the Book Review award on behalf of the library during the upcoming BCLA conference.

As well, Greg reported that Arlene Yoshikawa won in the "Super Trustee" category and will receive her award at the BCLTA conference.

## COMMUNITY

10. Report from Councillor Barnes

No report.

11. Friends of the Library

Betsy Blair reported that the recent tour and demonstration of the automated check in machine was very well appreciated and attended by over 20 Friends. The mini sale earlier this month raised over \$300 and the Friends are ready to go with the upcoming Whale of a Sale on April 9/10 at Thompson Community Centre.

12. InterLINK Report

(a) A summary of the meeting held February 22, 2011 was included.

Mark reported that the next meeting is April 5th.

Pat thanked Mark for taking the role of InterLINK representative and noted that an alternate is required. Peter had taken the alternate role in the past but has now taken on BCLTA responsibilities. Pat asked for a volunteer to act as alternate, and will canvas those absent from today's meeting.

13. BCLTA Report

Peter noted that there is no report other than the conference begins next week in Victoria. Simon and Peter will attend the conference as will Greg and several staff making presentations.

MOVED: That Simon and Peter be granted authority to vote on behalf of the Richmond Public Library Board at the 2011 BCLTA Annual General Meeting.

BOSTWICK/COUSAR.....CARRIED

14. 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

15. Items for Decision and/or Discussion

(a) Cultural DIVERSEcity Awards

- i. The announcement listing Richmond Public Library as a finalist in the Public Institutions category was included.
- ii. The entire submission was included.
- iii. The award event will take place Wednesday, April 13<sup>th</sup> at the Executive Airport Plaza Hotel. Pat and Diane confirmed they can attend.

(b) Fund Development Status for March 2011 was included.

- i. A letter dated February 25, 2011 from the Richmond Community Foundation regarding the 2010 disburseable investment income from the Richmond Public Library Permanent Agency Endowment Fund was included for decision.

MOVED: That the Richmond Public Library add the 2010 disburseable investment income in the amount of \$362.25 to the capital our Endowment Fund.

TANG/COUSAR.....CARRIED

- (c) Policy Development Status for March 2011 was included.
- (d) Strategic Planning Status for March 2011 was included.
  - i. March 15, 2011 special meeting materials were included.
  - ii. A summary of the discussion was included.
  - iii. Draft concepts were included for further discussion.

The Board discussed the draft "Richmond – City of Readers" graphic as a visual beacon, the bold statement suggestions, focused on the "experience" of a library and discussed the human resources component. All the work represented by the graphic is done by Board and staff.

The Library Board cannot build branches on its own so must engage Council. Regarding facilities construction, Greg noted that infrastructure grants have been very successful in the past.

Next steps: It was agreed that the Strategic Plan must reach out to council and be our responsibility to accomplish – it serves two purposes.

1. Staff will continue working on the 2011-2014 Strategic Plan document to bring it to finalized state.
2. Pat will approach Mayor Brodie to discuss city support of the plan, and will confer with Linda regarding timing.

(e) Recognition gift suggestions were included. It was decided that Board members receiving gifts are to be contacted for their preference, as the recognition of their service should have meaning to them.

(f) An excerpt of the Board Manual policy on Trustee Recruitment was included. Review and Evaluation of Recruitment process. Pat noted that a process for how the chair/vice chair is nominated will be added to the relevant policy document.

16. Items for Information

- (a) Ethel Tibbits Women of Distinction awards luncheon was held Monday, March 7<sup>th</sup>.
- (b) The Board photographs will take place on April 27<sup>th</sup>, starting at 4:30 pm.
- (c) The Board social has been booked for Friday, May 6<sup>th</sup>.
- (d) *Feliciter*, Vol. 57, NO. 1 (2011) was enclosed.
- (e) The calendar and work plan were included.

17. Other Business

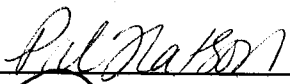
None

18. Date of Next meeting

The next meeting is **Wednesday, April 27, 2011 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:30 p.m.

CHAIR 

CHIEF LIBRARIAN 