

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, November 28, 2012

Present: Pat Watson, Chair
Peter Kafka, Vice Chair (arrived at 6:40 pm)
Councillor Linda Barnes
Mark Bostwick
Diane Cousar
Dulce Cuenca (arrived at 5:45 pm)
Simon Tang
Sanjiv Khangura (arrived at 5:35 pm)
Susan Koch (arrived at 6:05 pm)

Greg Buss, Chief Librarian and Secretary to the Board

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 17(e) and 18 presented on table.

BOSTWICK/TANG.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of October 24, 2012 be approved as presented.

COUSAR/BOSTWICK.....CARRIED

4. Business Arising

None

5. Report from Councillor Barnes

Linda congratulated Pat, Diane and Susan, who were reappointed to the Board for two years ending December 31, 2014.

Sanjiv Khangura arrived at 5:35.

6. Report from Friends of the Library

(a) The 2012 Wish List and an account update were provided for information.

Debby Newton presented a cheque for \$22,000 to support purchases from this year's Wish List.

The Board thanked the Friends of the Library for their continued support and noted that \$5,000 of this donation was directed to the Richmond Community Foundation for the Richmond Public Library Permanent Agency Endowment Fund.

7. Correspondence

- (a) A letter dated November 7, 2012 to Mr. G. S. Neel in congratulations on his receiving the Diamond Jubilee Award was included.
- (b) A letter dated November 15, 2012 from the Minister of Veterans Affairs regarding support for Remembrance week events was included. Greg thanked Wendy, Cindy, Lee Anne and all others involved in these successful events.
- (c) A letter dated November 22, 2012 to Mr. Henry Beh, a former Board member, in congratulations on his receiving the Diamond Jubilee Award was included.

EDUCATION SESSION

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

- (a) Greg Buss provided an overview of outcomes based planning and provided an example of a planning document for the Dr. Lee Collection.

Dulce Cuenca arrived at 5:45 pm.

Greg discussed the structure of the planning document including activities, deliverables and indicators of success and the additional item, outcomes. We are focussing on the changes we expect to see in our community, looking for specific outcomes that relate to council goals and objectives and fit into city-wide objectives.

This is the first project to be presented in this way, and staff will be bringing other projects back to the Board for its review. The Board discussed the format and structure of outcomes based planning and how it can help relate projects to strategy and support funding from sponsors, donors and government agencies. The document appeals to a sense of logic and answers a lot of questions. The Board asked at what point do we include Council goals and objectives. Greg noted that staff are working on a list of projects right now and an update will come to the Board in the first quarter of 2013. Fitting in to council goals and objectives will likely be addressed then.

Greg also noted we are working on similar plans for space, collections, digital services, information technology/wireless and other service components as well.

STAFF OPERATIONS

9. Newspapers @yourlibrary Digital Launch

A report on the recent addition of the mobile PressReader app to our existing PressDisplay service was included. This is the last component of digital services being delivered in 2012. Customers are enthusiastic about the services as they can now access newspapers on their mobile device and cancel subscriptions. Greg noted that newspapers and magazines combined are a solid personal savings to our customers, in a way that other services are not. The Board thanked Kat for efficiently and effectively delivering four digital services in three months and training staff from all branches as well.

10. National Reading Campaign

A report on the National Reading Campaign launch on November 14, 2012 and a media report of Mayor Brodie reading to kids were included. We plan to do more events reading to kids that involve other local celebrities and members of the community.

Susan Koch arrived at 6:06 pm.

11. Montreal Conference Presentation

Greg was invited to attend a conference of the Library and Information Community of Quebec and presented a well-attended session titled '*A New Model of Service: Transforming Richmond Public Library to Meet Today's Challenges*'. He reported that people are very interested to see what Richmond Public Library is doing and our ongoing commitment to the printed book and merchandising and he had an opportunity to tour some libraries and discuss current issues with colleagues. Pat noted that this event was good professional development for Greg.

12. Philippine Cultural Celebration

A press release regarding the event on Saturday, December 1st was included. Dulce thanked the library for supporting this event and noted that events of this nature elevate the community's conscience of Philippine culture. Attendees include the Philippine Consul General and other local VIPs.

13. 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.

INTERLINK**14. InterLINK Report**

Mark reported that the November meeting was a review of the Executive Director's performance, Summit and CLA membership fees. Discussion of Richmond Public Library's CLA membership postponed to the January meeting. Mark reported that InterLINK has budgeted \$10,000 for family literacy week (January 2013) and \$900 for Evergreen, an open source integrated library automation system to provide services to smaller libraries.

Linda noted that as we move closer to the Provincial Election (Tuesday, May 14, 2013) we may want to advocate/educate the public and candidates on library service.

Mark and Greg attended the Public Library InterLINK Summit on October 27, 2012.

(a) Notes from the day and table notes were included.

BRITISH COLUMBIA LIBRARY TRUSTEES ASSOCIATION**15. British Columbia Library Trustees Association Report**

No report.

BOARD**16. Items for Decision and/or Discussion****(a) Donation Procedures**

- i. Further items coming from the *Vancouver Sun* article:
 - a. Letters to the editor were included.
 - b. Sing Tao coverage was included.
- ii. A progress report on donation procedures was included for discussion. Greg reported that we are soliciting responses from other libraries and institutions. We are finding a range of processes, even within the same institution. Greg will report back a comprehensive draft policy for Board review.
- iii. A report on a Chinese book donation and tax receipt for \$300 was included for information on how small donations are received, valued and receipted. The Board discussed a dollar limit at which point the Board wants to have input, which will be decided after the donation policy and processes are in place.
- iv. A report on a donation opportunity for a Terracotta Warrior was included for discussion. The donor wants us to have this piece of public art to display in the library, in return for a small plaque, unveiling ceremony and tax receipt. The Board discussed ownership, location, cost of repairs or maintenance, charity auction value vs. fair market value and de-accessioning at the end of useful life.

The Board asked for confirmation that a tax receipt was not issued by the charity.

Peter arrived at 6:40 pm.

MOVED: That the Board direct Greg Buss to pursue this donation opportunity, answering practical questions related to placement and relocation, tax, maintenance and disposal and bring a report back to the Board.

COUSAR/BOSTWICK.....CARRIED

(b) Strategic Planning Status

The next meeting will be interviewing the consultants and is scheduled for Wednesday, December 12th.

- i. The agenda for the special meeting on November 14th to discuss the results of the RFP was included.
- ii. Notes of the special meeting on November 14th were included.

(c) 2012 Self-Assessment Survey Results

The electronic survey for this year was reduced to 26 questions with space for comments at the very end. The Board agreed that the survey was a good length and covers the most important items. They requested that a comment section be added at the end of each section, that links to the Board manual be added and that items that need to be addressed be added to education sessions with priority given to Risk and Effectiveness related questions.

(d) 2013 Nomination process for Chair/Vice Chair. Pat requested that Trustees interested in putting their name forward for nomination email the Board by December 15th.

(e) Changing Times: Inspiring Libraries Summit – December 6 and 7, 2012. Peter and Dulce will attend, with select senior staff.

17. Items for Information

- (a) The RCCS dinner on October 27, 2012 was another successful and fun event.
- (b) This year's staff recognition event was held on November 6th, recognizing 30 staff for anniversaries and long service, and congratulating 4 retirees. A list of staff recognized was included.
- (c) The Let's We Forget Remembrance Day event on November 10th experienced a good turnout and all attending enjoyed the children's choir.
- (d) Nesika Awards were announced on November 23rd. Unfortunately we did not win, but there were 164 nominees and we congratulate the winner, Collingwood Neighborhood House, which represents the most multicultural neighbourhood in Vancouver.
- (e) Pat thanked everyone who attended the Annual Report to Council on November 26th. The slideshow was impactful. Linda noted that it is good to see a number of Library staff and Friends in the audience and that makes a difference to council. A listing of comments by council members and media reports were presented on table.
- (f) Electronic edition of the *Felicitier* will be posted on the Board Blog when available.
- (g) The calendar and work plan were included.

18. Other Business

A report by Mark Ellis was presented on recent hacking/phishing activity which was initiated in an Introduction to Computer Security class in the UBC Department of Electrical and Computer Engineering. False fine notices were emailed by this UBC class to 900 customers.

The RCMP were contacted and advised of the hacking and details of the scam were posted on our website to warn customers. Immediate action was taken to protect our customer's passwords and access to confidential information.

The Board expressed deep concern that UBC, a publicly funded and respected institution, would allow this as a class project. The Board discussed the balance we maintain between customer's ease of use and security.

IT will improve monitoring and the City's legal team will be contacted to advise on further action. Our auditors were informed. They will raise the question with their IT department and provide a report on security standards.

Greg and Mark will pursue with UBC Administration and report back.

19. Date of Next Meeting

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

Adjournment

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

CHAIR



CHIEF LIBRARIAN

