

WEDNESDAY, FEBRUARY 22, 2023**5:30PM - 8:30PM**

Meeting held via Zoom video conference

Board Present:

Caty Liu, Chair
Sherine Merhi, Vice Chair
Denise Hui
Jordan Oye (virtual)
Nabeel Abrahani
Rachel Ling (virtual)
Yvonne Yong
Michael Wolfe, Council Liaison

Staff Present:

Dinise Sizer
Ping He
Anne Bechard
Charles Leung
Eva Yu
Iris Lee
Shaneena Rahman

Guests:

Helen Varga, CUPE 718-05

Friends of the Library:

Betsy Blair, Chair

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets:

Chak Au, Council Liaison
Chaslynn Gillanders, Board Trustee

1. Call to Order and Welcome

The meeting was called to order at 5:30pm with C. Liu providing the welcome.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

S. Merhi/Y. Yong.....CARRIED

3. Business Section**(a) Approval of Meeting Minutes**

MOVED: THAT, the minutes of the regular meeting of January 25, 2022 be approved as presented.

N. Abrahani/Y. Yong.....CARRIED

(b) Business Arising

None.

(c) Correspondence

None.

4. Presentation

(a) Freedom to Read Week presentation by information services librarians D. Sizer and P. He outlined the important role libraries play in upholding the values of intellectual freedom. Library board discussion followed regarding challenges, RPL decision making and the process through which librarians base their decisions. S. Walters spoke to recent organized movements to challenge some subject areas and noted that the significant increase in materials being published in these subject areas could also be a factor in the increase of Requests for Reconsideration.

Board discussion continued surrounding rental and use of library spaces across Canada and the challenges that bookable meeting space has for libraries.

(D. Sizer and P. He left the meeting at 6:20pm)

Community

(a) Councillor's Report

Councillor Wolfe received positive feedback from community that library and Hamilton Community Association sharing of ideas helps the service to continue to adapt. The City has provided one million in grant funding to various organizations for social or cultural events to increase diversity of programs. Councillor Wolfe updated the board on the endorsement of the anti-racism document in partnership with Alan Hill who is the Inclusion Coordinator for Richmond Multicultural Community Services. S. Walters reminded the board that they had asked for more community consultation with specific community groups, prior to the library board endorsing. Councillor Wolfe invited input on the Steveston Community Centre and Library outdoor art work project which is on the Parks, Recreation and Community Centre Committee agenda next week.

(b) Friends of the Library (FOL) Report

B. Blair indicated the final inspection has passed on the Cambie sorting facility and book store renovation. The FOL are moving ahead with a book sale on March 25 and 26 at the Thompson Community Centre, and when complete, the book store front will be prioritized.

Summary of Customer Comments

S. Rahman confirmed for the board that budgets help to determine what resources the library can offer. Staff engage in an annual evaluation of digital resources to ensure cost, demand and use, help in the decision-making process. C. Wolfe learned that schools have discontinued all print magazine subscriptions as the demand is not there. The library still has demand for digital magazines.

Board question and discussion around community partnership in offering a tax preparation program for low income individuals in English. Board inquired if this clinic is also being offered in other languages, and this was confirmed to be offered in English only at this time.

5. Board – Items for Decision and/or Discussion

(a) Review of 2022 Operations

C. Liu thanked staff for incorporating Board feedback and adjusting the quarterly report. Library board asked about the collection of data around social media comments and inquiries. C. Leung confirmed there is a small number of social media inquiries and staff will investigate options for tracking this data and consider future adjustments to the report.

C. Leung also further clarified in response to a library board question that the statistics collected under digital visits are not double counted e.g. holds are not counted in this heading.

6. Standing Items

(a) Roundtable Discussion

R. Ling congratulated C. Liu and S. Merhi on their appointments and welcomed Y. Yong to the board. J. Oye was not visible on the main conferencing display screen in the Board room, however was visible to meeting attendees who joined remotely using the desktop Zoom client. The board

inquired if all participants could be visible on the main conferencing display screen during meetings. C. Leung indicated IT staff would further troubleshoot this for the next board meeting.

(b) Steveston Community Centre and Library

S. Walters updated the Board on current progress, indicating that the committee is working towards 95% sign-off on the design and the committee was provided an opportunity to look at material samples in person. The architects are waiting for approvals on colour schematics and the project is currently on track.

The library board discussed that the process at this committee has been collaborative and that there have been multiple realms of public consultation, ensuring that there has been ample opportunity for public feedback, but that there are still opportunities to include meaningful indigenous input.

(c) InterLINK Report

No report.

(d) Finance Committee

No update.

(e) Fund Development Committee

The library board discussed their appreciation for the RPL Community Contributions report and how the inclusion of customer comments provides authenticity to the report. Board would like to suggest that the RPL emails and the monthly newsletter also incorporate community contributions in this format to encourage other users to donate themselves. It also adds value in sharing what a difference that RPL staff make to the community. Staff will follow up.

(f) Governance Committee

No report.

(g) Strategic Planning Committee

N. Abrahani indicated that feedback has been shared on the draft Request for Proposal (RFP) and S. Walters confirmed that after the feedback is incorporated into the RFP, staff will work with the City staff to complete the document.

In response to a library board inquiry, S. Walters confirmed that the timeline is for strategic planning to start in May, with signoff to occur in November so that the board can start 2024 with a new strategic plan.

7. Chief Librarian's Report

S. Walters shared that the Lunar New Year event saw over 1,000 community members attend. Lucky Day collections are in place at all branches and highlight popular, bestselling titles that are available for immediate checkout and are aimed at bringing community in to view great titles on shelf in one easy spot with no waiting time for holds. The leadership team will be meeting about the library's 2023 operational plan with key priorities being a return to on the floor service, improved collections and delivery of core programs. Brighthouse Main library front entrance renovations will commence soon and there will be construction impacting noise levels and entryway. During S. Walters' vacation, S. Rahman will be Acting Chief Librarian.

S. Walters responded to a library board inquiry on the impact of large events and whether this positively impact gates count only, or if this also results in increased library card registrations. Staff will explore if it is possible to make the connection between additional library card signups resulting from participation at events.

The library board discussed an upcoming meeting with provincial government representatives in regards to a sustained increase in library funding, in response to the advocacy efforts of the BC Library Partners which includes members of four organizations: the Association of BC Public Library Directors (ABCPLD), BC Library Association (BCLA), BC Library Trustees Association (BCLTA) and the BC Libraries Cooperative.

8. Operations

(a) Collections and Customer Service Delivery

In response to a library board question, S. Rahman indicated that staff used Decision Center as a tool to pull reports for collections-based decision making along with other library evaluation tools. The integrated library system option in Sierra will now replace previous data collection resources, allowing staff to obtain more detailed data to assist in making informed collections decisions.

S. Rahman indicated that the library has explored options to support students by way of print and online study guides and a student resource collection, however maintaining a large array of print text books to meet all grade level needs would be very costly and require continuous updating. The library does provide access to Solaro online which is a study and exam preparation resource tool to support curriculum for grades 3 to 12 in the province.

(b) Community Development and Service Design

Responding to a library board inquiry, A. Bechard confirmed that spring break information will be shared with schools. A. Bechard confirmed that the income tax clinics are in English only but if individuals are looking for other languages, staff will refer them to other Richmond based organizations that offer tax support in other languages.

A library board member commended the Thomas Kidd Elementary School Pilot Project. In response to a library board question, A. Bechard confirmed that educators and library staff worked collaboratively to initiate this pilot program that is new for Richmond. The hope is to be able to eventually expand the program.

(c) Human Resources

No report.

(d) Innovation and Learning Development

No questions.

(e) Information Technology Operations

No questions.

(f) Marketing and Communications

No report.

9. Items Included for Information**(a) 2022 Public Library Grant Report**

S. Walters confirmed that this is an annual report that libraries are required to complete for provincial funding, with a deadline date of March 1, 2023.

(b) BCLA Conference

S. Walters confirmed that the BC Library Association Conference is occurring in Richmond this year at the Sheraton Vancouver Airport Hotel. While there are no trustee specific components, for those who are interested they are welcome to attend. There is also a virtual component to the conference.

In response to a library board inquiry, S. Walters confirmed that the library could support trustees interested in attending. Trustees can reach out directly to S. Walters or S. Rahman.

(c) 2023 Community Needs Assessment

No questions.

(d) Hybrid Meeting Guidelines

C. Liu indicated that if any library board member has any feedback on this guideline to let her and S. Walters know.

In response to a library board inquiry, S. Walters indicated that there is no specified number of staff who can physically attend board meetings however staff attendance is limited to those staff who can respond to questions on reports or who are making presentations as noted on the agenda.

10. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, March 29, 2023 at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:07pm.

A closed meeting was to follow.

CHAIR 

CHIEF LIBRARIAN 