

WEDNESDAY, JULY 26, 2023

5:30pm - 7:30pm

Via Zoom Videoconference with In-person Option
Brighthouse Library Board Room

1. **Call to Order and Welcome**
The Richmond Public Library is located on the ancestral territory of the hən̓q̓əmi̓n̓əm̓ (hung – ka – me – num) speaking peoples.

2. **Approval of Agenda** Attached

3. **Business Section**
 - (a) Approval of Regular Meeting Minutes of June 28, 2023 Attached
 - (b) Business Arising None
 - (c) Correspondence Attached
 - i. June 30, 2023 – Letter from Ministry of Municipal Affairs, Public Libraries Branch re: Public Library Grants Award Letter 2023 - Enhancement Grant 2
 - ii. July 24, 2023 – Letter from RPL to Minister Kang, Ministry of Municipal Affairs re: One-Time Public Library Enhancement Grants On Table

4. **Presentations**
 - (a) Cybersecurity Best Practices (K.M. Leung and C. Leung)
 - i. Cybersecurity at RPL Attached

5. **Community**
 - (a) Councillor’s Report Verbal
 - (b) Friends of the Library Report Verbal
 - (c) Summary of Customer Comments Attached

6. **Board - Items for Decision/Discussion**
 - (a) 2023 Q2 Financial Update Attached
 - (b) 2024 Draft Operating Budget Attached

Notice of Motion THAT, The Richmond Public Library Board approve the Finance Committee’s recommendation to submit the 2024 Draft Operating Budget to the City of Richmond.

 - (c) Trustee Recruitment Committee Eligibility (*S. Walters*) Attached

7. **Standing Items**
 - (a) Roundtable Discussion Verbal
 - (b) Steveston Community Centre and Library (*S. Walters*) Verbal
 - (c) InterLINK (*Next meeting is September 26*) None
 - (d) Finance Committee See 6.0a/b

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| (e) Fund Development Committee (<i>August meeting to be scheduled</i>) | None |
| (f) Governance Committee (<i>August meeting to be scheduled</i>) | None |
| (g) Strategic Planning Committee (<i>Moved to Closed Meeting</i>) | Closed |
| (h) Trustee Recruitment Committee (<i>August meeting to be scheduled</i>) | None |
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| 8. <u>Chief Librarian's Report</u> | Verbal |
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| 9. <u>Operations</u> | |
| (a) Collections and Customer Service Delivery | Attached |
| (b) Community Development and Service Design | Attached |
| (c) Innovation and Learning Development | Attached |
| (d) Information Technology Operations | Attached |
| (e) Marketing and Public Relations (shared quarterly) | Attached |
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| 10. <u>Items for Information</u> | |
| (a) Operational Statistics Q2 2023 | Attached |
| (b) National Day for Truth and Reconciliation, September 30, 2023 | Attached |
| (c) Peer-To-Peer Navigation Program | Attached |
| (d) City of Richmond Memo - Richmond Accessibility Plan 2023-2033 | Attached |
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| 11. <u>Other Business</u> | |
| (a) Board Recruitment for 2024 | |
| Trustees whose term is expiring must reapply to the City Clerk's office. The link to the <i>2024 Application Form for Citizen Appointment to an Advisory Body</i> will be emailed to eligible trustees in late August or as soon as available. | |

Next Meeting: Wednesday, September 27, 2023, 5:30pm

Adjourn

Closed Meeting to Follow

WEDNESDAY, JUNE 28, 2023

5:30PM - 7:30PM

Via Zoom video conference with In-person Option
Brighthouse Library Board Room

Board Present:

Caty Liu, Chair
Sherine Merhi, Vice Chair (Virtual)
Chaslynn Gillanders (Virtual)
Denise Hui
Jordan Oye
Rachel Ling
Yvonne Yong

Staff Present:

Anne Bechard
Charles Leung
Eva Yu
Iris Lee
Shaneena Rahman

Guests:

Dal Benning, CUPE 718-05

Friends of the Library:

Betsy Blair, Chair

Susan Walters, Chief Librarian and
Secretary to the Board

Regrets: Chak Au, Council Liaison
Nabeel Abrahani

1. Call to Order and Welcome

The meeting was called to order at 5:33pm with C. Liu providing the welcome and acknowledging that June is National Indigenous History Month.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

Y. Yong/R. Ling.....CARRIED

3. Business Section

(a) Approval of Meeting Minutes

MOVED: THAT, the minutes of the regular meeting of May 31, 2023 be approved as presented.

Y. Yong/D. Hui.....CARRIED

(b) Business Arising

None.

(c) Correspondence

None.

4. Presentation

(a) Early Years Literacy Initiatives

The board expressed their appreciation to Ginny Dunnill and Hanna Ahn for their presentation on RPL's early years literacy initiatives, noting that they would like to see expansion to all branches given how beneficial these programs are to parents, particularly new parents. Staff shared that parents and caregivers are encouraged to stay after programs to build connections with each other.

It was suggested that staff consider incorporating toys that connect with the different diverse cultures of the Richmond community using Indigenous themed toys as an example.

In response to a Board member inquiry about how sensory kits will be promoted, staff indicated that they are reaching out to community partners who are in touch with families of those children who would benefit from sensory kits. Staff are actively promoting the sensory kits so that community are aware that they can access these new resources just as easily as they would any other items in the library.

5. **Community**

(a) Councillor's Report

No report.

(b) Friends of the Library (FOL) Report

B. Blair shared that the FOL storefront at Cambie is almost ready to be opened to the public. On July 8, 2023, there will be a side walk sale at the Cambie Plaza, during which the retail space will be open to community for the first time. An open house is schedule for July 15, 2023 from 3pm-5pm for members, library staff and the Board. This will also be the 51-year anniversary celebration for the FOL.

The FOL will proceed with a large book sale at the Thompson Community Centre next spring. Unfortunately, due to volunteer shortages the large sale in the fall will not take place. Once the FOL can build up the volunteer pool they will reconsider having two large sales annually.

(c) Summary of Customer Comments

The board noted that two customer comments were from Indigenous community and shared that many First Nation communities do not have access to libraries and it is very important for library staff to seek opportunities to connect with those who have moved from a First Nations community to Richmond to showcase what the library has to offer.

The board inquired about the community request to extend the borrowing times for video games. Staff indicated that at this time it can be challenging to extend to this loan period due to the limited inventory the library has for video games, however, staff have already started looking at purchasing more inventory and are considering ways to make service improvements.

In response to a Board inquiry about whether there are themes or specific topics that come up a lot from the 10,000 inquiries that the library received last month, staff responded the inquiries range across a large range of questions and more information will be provided to better show the breakdown in forthcoming reports.

6. **Board – Items for Decision and/or Discussion**

(a) Risk Management and Library Update

A board member inquired about whose responsibility it is to maintain the exterior of library. Staff indicated that it is the City's responsibility but that the library coordinates with the City as needed.

The board discussed suggestions to staff about re-organizing the Risk Management document and recategorizing risks into operational, liability and reputational. There was a further suggestion to highlight for Board which risks carry higher liability in order to focus on mitigating those risks.

The board inquired about who initiates the inspection for the MIABC report, how often this is done and if it is for all branches. Staff noted that it was initiated by the City of Richmond and that it is not an annual event. Staff will check with the City to find out if there is a schedule for inspections. Staff noted that the inspections included the Brighthouse library, but it is a City of Richmond report.

7. Standing Items

(a) Roundtable Discussion

A Board member shared that there will be a selection committee created to select artists to create murals for the Richmond Community Centre Annex. D. Hui will be participating on this committee representing the library.

(b) Steveston Community Centre and Library

It was reported that the library is waiting for design concepts and renderings for the interior of the library. The Board discussed the library design concepts and staff indicated that they will look into having HDR (architects) attend a future Board Meeting and present to the Board the concepts and the spatial synergies between the library and the community centre.

S. Merhi, who has been representing the library on the Public Art Selection Committee for this project, noted that an artist for the exterior plaza Public Art piece has been selected and the art concept will be shared when the announcement has been made public.

(c) InterLINK Report

No update.

(d) Finance Committee

No update.

(e) Fund Development Committee

No update.

(f) Governance Committee

No update.

(g) Strategic Planning Committee

It was reported that the past two months have been busy and that the Committee is close to completing the selection process. It is expected that the SPC will be able to share more information with the board in July.

8. Chief Librarian's Report

It was reported that on June 22, 2023, MLA Henry Yao visited Richmond Public Library, together with MLA Harwinder Sandhu, MLA Susie Chant, MLA Hon. Sheila Malcolmson, MLA Hon. Dan Coulter and MLA Hon. Grace Lore. This coincided with the first week of Summer Reading Club and staff demonstrating a variety of technology available in our Launchpad, so there was lots of activity in the library. S. Walters expressed her appreciation to staff for highlighting the benefits of our Community Pop Ups, Launchpad technology, various lendable kits including the new sensory kits, the Tech Buddy Program, and the impact of our early literacy programs. Our guests left visibly energized and excited about libraries. The board inquired about how much notice was provided to the library about the MLA visit. It was indicated that just over a week of notice was provided.

On June 12, 2023 BC Library partners presented to the BC Select Standing Committee on Finance and Government Services. The unified ask to the Province is to permanently increase annual funding for public libraries to \$30 million in 2024 and commit to inflationary adjustments annually. The presentations were received well and we look forward to seeing the Finance Committee recommendations in the fall. The partners are now working with the consultant on next steps which includes providing information to library trustees and staff on how they can support the message from the ask. Transcripts of the presentation will be shared via email with the board.

Renovations to the entrance of the Brighthouse branch which were to start in May have been delayed. Staff are waiting on a firm start date, but we anticipate this work will begin in August. The furniture order has been placed as we understand due to supply and demand constraints it could take up to four months to arrive.

The NewToBC celebration was held recently at the Vancouver Public Library. There were 150 people in attendance, including Ying Zhang, the staff lead on this program. Ying has championed this newcomer program and built strong relationships with Richmond participants, something that was evident in the connection she had with our library champions attending this event. There were past and present Champions at the event, even some from the very first cohort 10 years ago. This event is a fabulous opportunity to hear the stories and impact this program has had for newcomers to BC and Board Trustees are highly encouraged to participate in the next event.

Summer Reading Club kicked off last Wednesday with 1,400 children registering in the first week. This Province-wide program supports keepings kids reading over the summer and is made possible with funding from the Province, BCLA, CUPE BC and RBC. In response to a question from the board, staff shared that the Summer Reading Club finale will be on Sunday, September 10, 2023.

9. Operations

(a) Collections and Customer Service Delivery

No inquiries.

(b) Community Development and Service Design

No inquires.

(c) Innovation and Learning Development

No inquiries.

(d) Information Technology Operations

No inquiries.

10. Items Included for Information

(a) Cooling and Clean Air Centres

Staff provided a reminder that the library is a designated cooling centre. The trigger point to become a cooling centre is temperatures of 29°C during the day and have a low of 16°C overnight two days in a row. We are at a Level 2 activation as we can be a regular cooling centre Monday to Friday during our regular opening hours and are only triggered to open longer on Saturday and Sundays from 5:15pm to 9:15pm. When activated after regular hours, the program is supported by staff and volunteers. Staff have received orientation from fire and rescue.

In response to a Board inquiry about when is provincial funding triggered, it was confirmed that it is

on day three of the higher temperatures that provincial funding is triggered. The board noted that setting up and maintaining the cooling centres sounds like it can be an onerous operational challenge due to changing weather forecasts and encouraged staff to simplify processes where possible. The board inquired if there were any specific challenges last year in terms of staffing and staff indicated that there were no major issues last year. Last year there were 11 staff who volunteered to be on the cooling centre staff list, this year there are currently 9 staff who are ready to support the program.

(b) Annual Report Presentation to City Council, July 10, 2023

Copies of the annual report were provided to the board. It was confirmed that the Board Chair and Chief Librarian will be presenting the library's 2022 Annual Report to the Community to City Council. The video that will be shared during the City Council presentation was played for the board.

(c) Ironwood Library Update

No inquiries.

(d) Phishing Emails Updates

The Board discussed the expansiveness of phishing emails and how other municipalities have been affected.

11. Other Business

The library had received requests to share the following events with the Board of Trustees:

- Richmond MLAs Kelly Greene, Henry Yao and Aman Singh are hosting the first ever Richmond Pride and Inclusion Walk on July 29, 2023, and Board of Trustees and staff are invited to attend. A link will be shared as an RSVP is requested to attend the event.
- CUPE 718 will be hosting a BBQ on July 11, 2023 at the Brighthouse Neighbourhood Park, and Board of Trustees and staff are invited to attend.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, July 26, 2023 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 6:39pm.

Closed meeting to follow.

CHAIR _____

CHIEF LIBRARIAN _____



June 30, 2023

VIA EMAIL

Caty Liu
Richmond Public Library
100 7700 Minoru Gate
Richmond, BC V6Y 1R8
caty.liu@yourlibrary.ca

Subject: Public Library Grants Award Letter 2023 – Enhancement Grant-2

Dear Caty Liu:

The Ministry of Municipal Affairs, Public Libraries Branch (PLB) is pleased to inform you that your library will receive an additional amount as part of its Enhancement Grant for 2023.

It may be used over three years (2023-2025) to support local library service enhancements, including helping address shifting demands on services, collections, programs, and spaces. This grant may also be used to respond to local service priorities, making services more accessible and inclusive, and/or increasing climate readiness and resilience when facing future challenges.

The ministry will deposit the total amount of **\$325599.27** electronically into the account of the financial institution that your library has designated. The ministry will email a notice to your library upon payment.

Please refer to the letter you received on **March 31, 2023**, for reporting requirements, conditions, and more information. As a reminder, the library has already received four, annual library grants as part of the provincial contribution to library services: Per Capita Operating; Literacy & Equity; BC OneCard; and Resource Sharing.

Please be aware that the ministry will reclaim any portion of the grants should the library not use the funds for their intended purposes and meet the accountability requirements outlined in this and the March 31, 2023, grant award letter.

If you have any questions about this letter or grant use, please do not hesitate to call 1-800-663-7051 or email PUBLIB@gov.bc.ca.

I look forward to hearing more about your plans for using the Enhancement Grants and provincial funding broadly.

Sincerely,

A handwritten signature in black ink, appearing to read "Mari Martin", with a long horizontal flourish extending to the right.

Mari Martin
Director

pc: Susan Walters (susan.walters@yourlibrary.ca)

TO: Richmond Public Library Board of Trustees
Susan Walters, Chief Librarian

FROM: Kin Man Leung, Coordinator of IT Projects and Business Analysis
Charles Leung, Manager of Information Technology

DATE: July 20, 2023

Strategic Goal: Expand access to programs, services and collections

Strategic Priority: Lead in technology access and education

Overview

In today's interconnected world, organizations face an increasing number of cyber threats and attacks. The Richmond Public Library recognizes the critical importance of protecting sensitive information, ensuring the privacy of its customers, and safeguarding its digital assets. This report serves as an update to the cybersecurity posture at the Richmond Public Library, providing an overview of existing practice, the measures taken, and future directions to maintain a secure and resilient digital environment.

The development of the cybersecurity posture at the Richmond Public Library involves a collaborative effort among library management, IT personnel, the City of Richmond, and external security experts. The library's IT department continuously evaluates existing systems, identifies potential risks, and implements suitable security controls. Regular risk assessments, threat monitoring, and continuous improvement efforts are vital in maintaining an effective cybersecurity posture.

Current Measures in Place

The Richmond Public Library has implemented several key measures. These include:

Network Security: The library has implemented industry-standard network security measures, including a secured network architecture design, firewalls, and network segmentation with controlled access policies. Additionally, anti-virus software is installed on all computers for protection with risk alert notifications and reporting. Specialty software and processes are deployed on public PCs, ensuring they are completely reimaged after each use to mitigate possible malware persistence.

Data Protection: The library follows industry best practices to protect sensitive customer information and corporate data. Measures such as data encryption, secure backups, and access controls are employed to prevent unauthorized access, loss, or theft of data.

Enhanced Email Protection: To bolster the library's email security, the configuration of email protection systems has been optimized. This includes implementing stricter filtering mechanisms and strengthening the criteria used to identify and block suspicious emails. Users will also be able to report suspicious emails easily for isolation and testing. By enhancing email protection, the library aims to minimize the risk of email-based security breaches and protect users from malicious content.

Cybersecurity Online Training: The library is in the process of rolling out its first cybersecurity online training program. This program includes relevant curriculum to modern cybersecurity threats and practices that will equip staff with the knowledge and skills necessary to identify and respond to various cyber threats, ensuring they are well-prepared to mitigate risks effectively.

Access and Identity Protection Reporting: To enhance the library's user authentication and access management practices, Azure AD Identity Protection reporting has been activated. This feature provides insights into risky sign-ins, suspicious activities, and potential security breaches. This reporting capability will enable the library to proactively detect and address potential identity-related threats.

Two-Factor Authentication (2FA) Enablement: Recognizing the importance of strong authentication controls, the library has conducted a full compliance audit of staff access to evaluate the implementation of 2FA. This audit ensures that staff members have 2FA enabled, thereby adding an additional layer of security to their accounts. Any gaps or non-compliance identified during the audit are promptly addressed to enforce consistent and robust authentication practices throughout the organization.

Network Infrastructure Upgrade: To ensure a secure and resilient network environment, the Richmond Public Library is collaborating with the City of Richmond on a network infrastructure upgrade project. This initiative aims to enhance the library's network appliances to ensure they are supported and meet modern cybersecurity standards.

Future Directions

Looking ahead to the remaining period of 2023 to 2024, the Richmond Public Library has identified several areas to address for further strengthening its cybersecurity posture. These include:

Decommissioning Shared User Profiles: To enhance user access security, the library will decommission the use of "shared" user profiles for accessing staff PCs. This step aims to enforce individual accountability, reduce the risk of unauthorized access, and enhance traceability of user activities on library systems.

Reviewing Data Centre Appliances and Firmware Upgrades: The library recognizes the importance of maintaining up-to-date firmware for data centre appliances. A comprehensive review of data centre appliances will be conducted, followed by a plan to apply necessary firmware upgrades. This effort ensures that security patches and enhancements are implemented to address known vulnerabilities, improving the overall resilience of the data centre infrastructure.

Audit of On-Prem Virtual Servers and OS Upgrades: The library will conduct an audit of on-premises virtual servers to evaluate their current operating systems (OS) and identify any instances requiring upgrades. This audit will help ensure that virtual servers are running on supported and secure OS versions, minimizing the risk of potential security vulnerabilities.

Evaluate and Acquire Relevant Cybersecurity Tools: In the ever-evolving landscape of cybersecurity threats and techniques, utilizing modern cybersecurity tools is crucial for enhanced protection. The library remains committed to exploring and investing in relevant technologies, such as Endpoint Detection and Response (EDR) solutions.

Conduct a Cybersecurity Audit: To further strengthen the library's cybersecurity posture, a cybersecurity audit will be considered. This audit will assess various areas of weakness, identify potential vulnerabilities, and provide recommendations for improvement. By conducting an external assessment, the library can gain valuable insights into its security practices, policies, and technologies, driving continuous improvement in cybersecurity measures.

Conclusion

The Richmond Public Library is committed to maintaining a robust cybersecurity posture to protect its digital assets and the privacy of its customers. Implementing a range of security measures, establishing policies and procedures, fostering a culture of security awareness, and pursuing future directions outlined in this report, will help the library stay ahead of potential threats and ensure a safe and secure environment for its users.

While no security measure can guarantee absolute protection, the Richmond Public Library remains dedicated to continually enhancing its cybersecurity posture, adapting to evolving risks, and exploring emerging technologies to reinforce its defense against cyber threats.

SUMMARY OF CUSTOMER COMMENTS

TO: Richmond Public Library Board

FROM: Shaneena Rahman, Manager of Customer Experience

DATE: July 2023

Customer feedback gathered through a variety of avenues continues to be collected and documented. Library staff appraise each comment and propose practical changes if needed to improve library programs and services at Richmond Public Library.

Total customer holds requested by Home branch location: June 1, 2023 to June 30, 2023

Brighthouse	9,880
Ironwood	1,239
Steveston	1,995
Cambie	822
Hamilton	20
Total holds	13,956

Phone and in person inquiries: June 1, 2023 to June 30, 2023

Collections (Bibliographic, Subject, Reader's Advisory)	3,033
Instructional (Technology, Digital Literacy, Collections and Resources)	2,134
Programming (General Inquiries)	913
Community Facts & Resources (Directions, Community Resources)	198
Library Transactional (Cards, Policies, Computer Access, 3D printing)	4,762
In-Library Directions	461
Total inquiries	11,501

Appreciation for Staff and Children's Programming

- ❖ A parent, who is also a children's librarian from Toronto Public Library, expressed appreciation for Children and Family Services Librarian, Hanna A.'s energetic and enthusiastic storytime delivery for the Learning Together program. She was pleased to be able to connect with Hanna following the program to share ideas.

The Learning Together program is part of the Early Literacy Series, funded through a Community Adult Literacy Program (CALP) Grant from the provincial government. This 9-week program helps caregivers and their preschool-aged children build a love of reading, while also exploring digital and physical literacy. The librarian-led storytime is a key component of each session.

Appreciation for Staff and Digital Services Programming

- ❖ A customer expressed appreciation to Digital Services Librarian, Andrea S. for her assistance with her first Cricut project, a personalized mug and inspiring her to create intricate shadow boxes

with the Cricut machine. The customer has now started an Instagram page to share her Cricut creations with others.

Customers are able to visit the Launchpad at the Brighthouse or Ironwood library to use the Cricut Maker 3 creation station once they complete the online certification tutorial. The Cricut Maker 3 machines can cut, score and draw using a wide variety of materials, such as cardstock, light fabrics and vinyl. Customers are able to bring in their own shirts and mugs to personalize them using additional tools provided by staff.

Accessible Collections Inquiry

- ❖ An Occupational Therapist from Vancouver Coastal Health asked if the library has an Accessible Audiobooks Collection that would benefit her client and inquired about fees associated with borrowing and delivery of items to the client's home.

Staff shared with the customer information about the library's Accessible Audiobook Collection and the Home Services Delivery program for Richmond residents and forwarded their contact to the Head of Adult and Senior Services for follow up.

RPL's Accessible Audiobook collection is available to customers with a perceptual disability – this includes visual disabilities, comprehension disabilities, or difficulty holding or moving physical books. To borrow from this collection, customer registration includes a self-declaration that they have a perceptual disability in correspondence with Canadian copyright law. RPL does not require proof of disability. These items can be sent to any branch for pick up and they can be accessed through our Home Services Delivery Program.

Home Services is a free program and provides delivery and pick up of library materials to and from customers who are confined to a private residence, residential facility or hospital. Librarians curate titles based on the customer's reading interests and the items are delivered to them every 8 weeks. Home Services deliveries are currently going out to 35 individual customers and 3 care homes.

Customer Concerns over Film Screenings in the Library

- ❖ A few customers who visited the Brighthouse Branch over the last month expressed concern over movies being shown in the library's Launchpad space. The customers shared that libraries are a place for reading and silent study only and that screen time should not be promoted to youth.

Staff thanked these customers for visiting the library and taking the time to share their concerns. Staff provided the following reasons why the library is offering Family Film Club on Saturdays and the recent special feature film screenings for Seniors' week and National Indigenous Peoples Day.

- The library offers our community a welcoming space to watch a variety of films they may not otherwise have access to.
- These screenings allow community members to meet, connect and have discussions afterwards.
- This provides an opportunity for customers to experience and explore new genres they may not be familiar with.
- The library continues to offer quiet spaces dedicated to silent reading and study on the second floor for customers at Brighthouse library.

Newsletter for Chinese Programming

- ❖ A customer attended The History of Chinese Calligraphy program at the library and inquired how she can receive regular notifications for similar Cantonese programs in the future and mentioned she had heard about RPL's eNewsletter from another customer at the program.

Staff shared that while RPL's monthly eNewsletter is not customizable to include specific programming notifications of interest, customers are able to search our programs and events webpage using keywords (eg. Cantonese) and a list of upcoming programs and events that include the keyword will populate. Customers can subscribe to RPL's monthly newsletter by entering their email address on our homepage to stay informed of upcoming featured programs and events.

TO: Richmond Public Library Board of Trustees

FROM: Eva Yu, Manager of Finance and Facilities

DATE: July 13, 2023

The table below represents the library's second quarter financial summary:

Summary	2023 Annual Budget	2023 Budget as of Jun 30	2023 Actuals as of Jun 30	YTD Variance	Variance %
REVENUE	\$ 11,296,700	\$ 5,648,350	\$ 5,756,366	\$ 108,016	1.9%
EXPENDITURE	\$ 11,296,700	\$ 5,648,350	\$ 5,325,413	\$ 322,937	5.7%
SURPLUS	\$ -	\$ -	\$ 430,953	\$ 430,953	

Q2 Operating Activity

Overall, the library has a favourable variance of \$430,953. Total revenue is higher than budgeted mainly due to the recognition of the COVID-19 Relief & Recovery Grant as related expenses are incurred. Total expenditure's favourable variance is mainly due to vacant positions as well as timing of expenses relating to surplus initiatives. Please refer to attachment 1 for Q2 full detailed financial summary.

Surplus Initiatives

Three surplus initiatives were completed in Q2, with the remaining initiatives in various stages of completion. One completed initiative is the launch of new sensory kits, as introduced in the Early Years Literacy Initiative presentation at the June board meeting. The kits promote inclusivity and accessibility by creating a welcoming environment for individuals of all sensory abilities.

The Secure Display Units initiative was also completed, enabling the library to promote and highlight our digital technology and new non-traditional collections, while also encouraging customers to explore and borrow these materials. The completion of the Expanded Seating initiative played a significant role in improving the space in libraries by providing more comfortable and inviting environments, promoting extended stays and engagement. Purchases included versatile flip tables, new children's furniture, and a variety of seating options such as chairs, floor cushions, and a sofa, accommodating the diverse needs and preferences of our customers.

Please refer to attachment 2 for detailed updates on all surplus initiatives, which include incurred expenses as well as committed expenses. Committed expenses are those where the goods or services have been received, but have not yet been entered in the accounting system.

2023 Q2 Financial Update

July 2023

Attachment 1

Description	2023 Annual Budget	2023 YTD Budget	2023 YTD Actuals	YTD Variance	Variance %
Municipal Contribution	\$10,845,600	\$5,422,800	\$ 5,422,800	\$ -	0.0%
Provincial Grant ¹	376,500	188,250	277,173	88,923	47.2%
Interlink Reimbursement	2,000	1,000	-	(1,000)	-100.0%
Printers & Photocopiers and Book Sales	39,600	19,800	28,374	8,574	43.3%
Investment income	18,400	9,200	4,619	(4,581)	-49.8%
Other Revenues	14,600	7,300	23,400	16,100	220.5%
TOTAL REVENUE	\$11,296,700	\$ 5,648,350	\$ 5,756,366	\$ 108,016	1.9%
Salary Expenditures ²	\$8,779,500	\$4,389,750	\$4,045,023	\$344,727	7.9%
Telephone & Communications	14,100	7,050	3,539	3,511	49.8%
Postage Courier	2,000	1,000	537	463	46.3%
Subscriptions	787,600	393,800	400,869	(7,069)	-1.8%
Printing and Publication	6,000	3,000	1,465	1,535	51.2%
Vehicle Charges	18,800	9,400	6,276	3,124	33.2%
Events Library ³	53,500	26,750	3,481	23,269	87.0%
Sponsorship Publicity Promo	4,000	2,000	837	1,163	58.1%
Travel & Accommodations	26,600	13,300	1,532	11,768	88.5%
Supplies	89,000	44,500	46,046	(1,546)	-3.5%
Equipment Purchase ³	619,500	309,750	125,736	184,014	59.4%
Advertising and Marketing	3,000	1,500	1,035	465	31.0%
Recruitment	1,000	500	193	307	61.4%
Container Collection Costs	2,400	1,200	553	647	53.9%
Professional Fees ³	387,400	193,700	27,663	166,037	85.7%
Contracts – Janitorial ⁴	114,900	57,450	73,341	(15,891)	-27.7%
Contracts - Maintenance	154,200	77,100	77,224	(124)	-0.2%
Contracts - Photocopier	10,000	5,000	2,414	2,586	51.7%
Contracts - Others ³	268,700	134,350	65,357	68,993	51.4%
Leases	295,900	147,950	150,430	(2,480)	-1.7%
Insurance	52,200	26,100	26,100	-	0.0%
Criminal Record Check	1,000	500	0	500	100.0%
Memberships ⁵	14,000	7,000	9,021	(2,021)	-28.9%
Professional Development & Training	21,000	10,500	8,993	1,507	14.4%
Utilities	156,000	78,000	60,483	17,517	22.5%
PW Labour & Materials ⁶	25,400	12,700	22,347	(9,647)	-76.0%
Total Operating Expenses	\$11,907,700	\$5,953,850	\$ 5,160,496	\$ 793,354	13.3%
Credit Card	\$1,000	\$500	\$1,187	\$(687)	-137.4%
Transfer to Capital - Collections	610,000	305,000	305,000	-	0.0%
Transfer from Surplus - Initiatives ³	(1,134,000)	(567,000)	(97,270)	(469,730)	82.8%
Transfer from Budget Stabilization	(88,000)	(44,000)	(44,000)	-	0.0%
TOTAL EXPENSES	\$11,296,700	\$ 5,648,350	\$ 5,325,413	\$ 322,937	2.9%
Surplus	\$0	\$ -	\$ 430,953	\$ 430,953	

1. The favourable variance is due to the recognition of the COVID-19 Relief & Recovery Grant as related expenses are incurred.
2. The favourable variance is due to vacant positions.
3. The favourable variance is mainly due to the timing of various surplus initiatives. Please refer to Attachment 2 for further details.
4. The unfavourable variance is due to an increase in janitorial hours required.
5. The unfavourable variance is due to the timing of membership renewals.
6. The higher City's trade cost is mainly from the completion of Brighthouse staffroom upgrades, IT office renovations, and other minor facilities projects.

Surplus	Project	Original Budget	Balance at Q4 2022	Balance at Q2 2023	Expected Completion
Completed Project					
2021	Sensory Support Resources	\$5,000	\$5,000	\$ -	Q1 2023
2021	Expanded Seating	30,000	26,847	\$ -	Q1 2023
2021	Secure Display Units	10,000	10,000	\$ -	Q2 2023
Projects In Progress					
2021	Outreach Resource	\$5,000	\$5,000	\$1,179	Q1 2023*
2021	Author & Speaker Events	10,000	10,000	8,450	Q1-Q4 2023
2021	Workroom Update	50,000	34,478	29,862	Q2 2023*
2021	Accessibility Resources - Digital	25,000	25,000	25,000	Q2 2023*
2020	Brighthouse Main Entrance Renovation	250,000	250,000	450,000	Q2 2023**
2021	Staff Room Refresh	50,000	49,594	7,807	Q2 2023*
2021	Expanded Computers & Digital Tech	80,000	80,000	78,845	Q3 2023
2021	Space Optimization	50,000	50,000	50,000	Q3 2023
2021	Security Gates Upgrade	30,000	30,000	30,000	Q3 2023
2020	Special Collections on Chinese Culture	140,000	97,758	39,376	Q3/Q4 2023
2020	RPL Green 2 Go Van	190,000	190,000	107,387	Q4 2023
2021	Canadian Indigenous Author Series	30,000	30,000	30,000	Q4 2023
2020	Strategic Planning Consultants	75,000	75,000	75,000	Q4 2023
2020	Rebranding & Logo Project	75,000	75,000	75,000	2024
Total Library Enhancement Projects		\$ 1,105,000	\$ 1,043,676	\$ 1,007,906	

* Expected to complete in Q3 2023

**Budget increased to \$450K as per motion to move \$200K from 2022 surplus; expected to complete in Q4 2023

Surplus	Project	Original Budget	Balance at Q4 2022	Balance at Q1 2023	Expected Completion
Projects In Progress					
2021	Library System Update	\$10,000	\$10,000	\$10,000	Q2 2023*
2021	CCTV Upgrade & Migration	50,000	50,000	50,000	Q4 2023
2021	City Fibre Optic Expansion	15,000	15,000	15,000	Q4 2023
Total IT Infrastructure Projects		\$ 75,000	\$ 75,000	\$ 75,000	

TO: Richmond Public Library Board of Trustees

FROM: Susan Walters, Chief Librarian

DATE: July 14, 2023

We have prepared our 2024 preliminary draft budget based on Library's strategic plan, Council term goals, specific guidelines and assumptions provided by City's Financial Planning and Analysis team.

2024 Budget Challenge

Even though inflation in Canada and around the world has declined from its peak, the cost of commodities and wage pressures continue to drive up costs, and contractual increases often outpace the Consumer Price Index.

Contract negotiations, which are anticipated to initiate in the fall of 2023, will have significant implications for budget planning as labour costs form a large portion of the library's overall budget. If negotiations result in higher than expected labour costs, adjustments will be required in other areas of the budget to meet demands of the negotiated terms, possibly resulting in a situation where the library is unable to fund planned initiatives within the budget constraints, leading to delays or modifications in strategic plans.

With the ongoing increase in financial pressure faced by the City and the Library, we consistently communicate with senior government to advocate for a continued increase in Provincial funding and seek for alternative funding sources to support different strategic initiatives.

2024 Budget Considerations

In 2023, the library has opted to gradually phase out the one-time transfer from Budget Stabilization, and 2024 will continue this gradual elimination. It is still the library's goal to present a sustainable budget that reflects the library's actual cost of providing library services.

To offset the increased 2024 base budget request, the library will strategically allocate the Enhancement Grants from the province of British Columbia to support future projects and fund initiatives, and eliminate the need for one-time and ongoing additional operational and capital funding requests of City Council.

Main Cost Drivers	Amount	2023 Budget Increase
Salaries, wages and benefits	\$ 349,100	3.22%
Increase in leases	31,100	0.29%
Increase in janitorial contract	26,100	0.24%
Increase in supplies	24,500	0.23%
Increase in professional development & training	11,000	0.10%
Others	35,300	0.32%
Same Level of Service Budget Increase	477,100	4.40%
Gradual elimination of one-time transfer from Budget Stabilization	22,000	0.20%
Proposed 2024 Operating Budget Increase	499,100	4.60 %

Description	2023 Budget	2024 Proposed Budget	Variance	%
Municipal Contribution	\$10,845,600	\$ 11,344,700	\$ 499,100	4.6%
Provincial Grant	376,500	397,700	21,200	5.6%
Interlink Reimbursement	2,000	7,000	5,000	250.0%
Printers & Photocopiers and Book Sales	39,600	35,500	(4,100)	(10.4%)
Investment income	18,400	13,000	(5,400)	(29.3%)
Other Revenues	14,600	14,600	-	0.0%
TOTAL REVENUE	\$11,296,700	\$ 11,812,500	\$ 515,800	4.6%
Salary Expenditures	\$8,685,900	\$ 9,035,000	\$ 349,100	4.0%
Telephone & Communications	14,100	10,300	(3,800)	(27.0%)
Postage Courier	2,000	1,500	(500)	(25.0%)
Subscriptions	787,500	787,500	-	0.0%
Printing and Publication	6,000	8,000	2,000	33.3%
Vehicle Charges	18,750	26,800	8,050	42.9%
Events Library	13,500	14,100	600	4.4%
Sponsorship Publicity Promo	4,000	2,000	(2,000)	(50.0%)
Travel & Accommodations	26,600	23,700	(2,900)	(10.9%)
Supplies	89,000	113,500	24,500	27.5%
Equipment Purchase	78,500	88,000	9,500	12.1%
Advertising and Marketing	3,000	4,000	1,000	33.3%
Recruitment	1,000	1,200	200	20.0%
Container Collection Costs	2,400	2,400	-	0.0%
Professional Fees	27,400	33,600	6,200	22.6%
Contracts - Janitorial	114,900	141,000	26,100	22.7%
Contracts – IT*	154,217	296,600	142,383	92.3%
Contract - Photocopier	10,000	7,500	(2,500)	(25.0%)
Contract - Others *	181,683	33,200	(148,483)	(81.7%)
Leases*	295,900	327,000	31,100	10.5%
Insurance	52,200	54,000	1,800	3.4%
Criminal Record Check	1,000	3,000	2,000	200.0%
Memberships*	14,000	48,900	34,900	249.3%
Professional Development & Training	21,000	32,000	11,000	52.4%
Utilities	156,000	156,000	-	0.0%
PW Labour & Materials	13,050	13,100	50	0.4%
Total Operating Expenses	\$10,773,600	\$ 11,263,900	\$ 490,300	4.6%
Credit Card	\$1,000	\$ 4,500	3,500	350.0%
Transfer to Capital - Collections	610,100	610,100	-	0.0%
Transfer from Budget Stabilization	(88,000)	(66,000)	22,000	(25.0%)
TOTAL EXPENSES	\$11,296,700	\$ 11,812,500	\$ 515,800	4.6%
Net Budget	\$0	\$0		

*Variance is due to reorganizing of accounts

TO: Richmond Public Library Board of Trustees

FROM: Susan Walters, Chief Librarian

DATE: July 15, 2023

As the trustee recruitment process begins in late August, eligible trustees are being asked to identify their interest in serving on the library's 2023 Trustee Recruitment Committee (TRC). The TRC has the responsibility of reviewing all 2024 applications, shortlisting candidates, interviewing and recommending appointments to the Library Board. This work takes place in the fall after the application period closes in late September.

The TRC will meet in August to review the Board Skills, Strengths and Diversity Matrix. This matrix highlights the skills, competencies and diversity of the board, identifying key indicators or areas of need that inform the trustee recruitment process. The survey will be sent to trustees in early September so that the findings can be reviewed at the September Closed Board meeting.

Two board positions will be vacated by trustees timing off of the board after serving the full 8 years. Three trustees are eligible for reappointment.

Eligible for Reappointment		
Trustee	Term	Date
Caty Liu, Chair*	Third appointment	Jan 1, 2022 to Dec 31, 2023
Nabeel Abrahani	First appointment	Jan 1, 2022 to Dec 31, 2023
Rachel Ling	First appointment	Jan 1, 2022 to Dec 31, 2023

* Note that the Board Chair, even when their term is ending, is an ex-officio member of the TRC.

Eligible for Committee		
Trustee	Term	Date
Caty Liu, Chair	Third appointment	Jan 1, 2022 to Dec 31, 2023
Sherine Merhi, Vice Chair	Second appointment	Jan 1, 2023 to Dec 31, 2024
Denise Hui	Third appointment	Jan 1, 2023 to Dec 31, 2024
Yvonne Yong	First appointment	Jan 1, 2023 to Dec 31, 2024
Jordan Oye	Fourth appointment	Jan 1, 2022 to Dec 31, 2023
Chaslynn Gillanders	Fourth appointment	Jan 1, 2022 to Dec 31, 2023

Council Liaison Representatives to Board		
Title	Name	Date
Council Representative	Chak Au	Nov 7, 2022 to Nov 14, 2023
Council Alternative	Michael Wolfe	Nov 7, 2022 to Nov 14, 2023

TO: Shaneena Rahman, Manger of Customer Experience

FROM: Wendy Jang, Coordinator of Collections and Customer Service Delivery
Angela Lee, Head of Library Experience and Customer Service
Rafael Abramoff, Head of Content, Collections and Discovery Services
Serena Griffin, Senior Supervisor of Circulation and Merchandising

DATE: July 11, 2023

Strategic Goal: Expand access to programs, services and collections; respond to community needs; and create opportunities to learn, connect and belong

Strategic Priority: Enhance library experiences

Collections and Programming

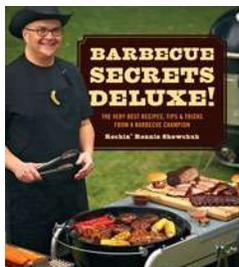
Collections promotion and merchandising continues to be prioritized, along with ongoing community reading opportunities. Staff are now offering an increase in programs that highlight areas of the non-fiction collection. Below are some of the programs being offered:

Richmond Reads – As part of Richmond Reads, we have invited community experts to present talks on four different subject areas related to the themes of *We Were Dreamers*.

- Haiku poet Isabella Mori will lead a poetry writing workshop called *The Flawed Beauty of Haiku* on July 26. This workshop focuses on the theme of self-expression.
- An instructor from Family Services of Greater Vancouver will deliver a program on *Take Control of Your Money: Budgeting and Financial Goals Workshop* on August 2. This program is related to the financial struggles experienced by the author's immigrant parents.
- Veteran Hong Kong actor, director and producer Jamie Luk Kim-Ming will present a program in Cantonese; *Introduction to Acting* on August 30.
- SWIS worker Ping Chu will be presenting a program in Mandarin on effective communication between parents and young adults.

Series on Chinese Culture – To promote books from our vast Chinese language collection, Chinese scholar Winnie Tang will be presenting three monthly talks on Chinese poetry and philosophy in Cantonese. The first talk on *Appreciation of Nalan Xingde's Lyrics* was held on July 11 attended by 66 adults. The next two sessions on Chinese philosophy will be held on August 15 and September 12.

Barbecue Secrets Revealed – We are pleased to have bestselling cookbook author, barbecue champion and food guru Rockin' Ronnie Shewchuk do a presentation on July 27 about the history, science and culture of barbecuing. The author has reached out to Johnstone's Barbecue and Parts (North Vancouver retailer) and Weber, and they have donated a brand-new Weber Q1000 Gas Grill as a raffle prize for the program participants. Staff expect to get a good turn out for this program, which will provide a good opportunity to promote our sizeable collection of books on barbecuing.



Cookbook Book Club – On August 24, the staff-led Cookbook Book Club will be discussing barbecue recipes and other summer treats. Participants will select a cookbook from a list created by staff, try making some of the recipes from the book and discuss their experiences at the book club meeting. Participants will have a chance to win a signed copy of Ron Shewchuk’s book, *Barbecue Secrets Deluxe!*

Writer-in-Residence - The Writer-in-Residence (WIR) is annual literary event presented by The City of Richmond, RPL and the Richmond Arts Centre. A published writer is hired to develop and facilitate writing workshops, leading public conversations and host readings and events over the course of two months (September 23 to November 30). The Writer will also provide advice and mentorship opportunities to emerging writers.



The confirmed writer for WIR for 2023 is Audrey Thomas, an accomplished writer and teacher from Richmond. Audrey, at 87, has won many awards for her writing, including the Ethel Wilson Award for Fiction (BC Book Prizes) three times, W.O. Mitchell Award, Marian Engel Award, Canada-Australia Prize, etc. and was shortlisted to the Governor General’s Award twice. She also received honorary doctorate degrees from SFU and UBC and named Officer of the Order of Canada. She has extensive experience in teaching academic writing courses and leading community writing workshops.

Person In-Charge Training

Person In-Charge (PIC) Training was completed for 8 additional Customer Service staff in June. The one-hour training session incorporated defining the role of a PIC, a review of library policies, current procedures related to incidents, conflict de-escalation, how to provide back-up support to staff, writing an Incident Report and practice scenarios. The PIC’s primary responsibilities include ensuring the security and safety of customers, staff and the physical building, and ensuring that the library is a safe and welcoming space for everyone. Customer Service staff provide PIC support to customers and staff at the branches in the absence of a librarian or a library technician on site.

Promoting Chinese Digital Magazines

As a result of lingering supply chain issues, Richmond Public Library has reduced the number of print Chinese magazines it purchases. To keep up with customer demand, staff are exploring ways to showcase digital alternatives, and are finalizing a review of this collection’s marketing and promotional guidelines. Key take-aways from this review include advertising on social media channels, particularly We Chat, and marketing the collection with physical signage by the print magazines shelves. Richmond Public Library provides its customers with access to Chinese digital magazines, in both traditional and simplified Chinese, through OverDrive and PressReader.

Ebook Purchasing Models

A large portion of the library’s collection budget is devoted to the acquisition of digital resources, including ebook and eaudiobook content in Overdrive. Overdrive offers a variety of purchasing options that, while often mandated by the publisher, empower staff to make various acquisition choices that offer flexible options to support a variety of specific campaigns or programs. Below is a simplified breakdown of the ebook purchasing models used for selection for information:

One Copy One User

Similar to purchasing print materials, the library buys one copy of a title which can be checked out by one customer at a time. Additional copies may be purchased to meet concurrent demand. Titles purchased under this option do not expire. On average, the price for an ebook ranges from \$40-\$65 and for an eaudiobook the range is from \$75-\$100.

Metered Access

Titles purchased under this option are restricted in different ways, as determined by the publisher. These restrictions can mean a flat total amount of circulation (100 or 150, for example), or a time-gated access scheme (12, 24, 48, or 56 months). Once the total amount of circulations is reached, or the time runs out, the library must then re-purchase the title if staff choose to retain it in the collection. Metered access titles may allow for multiple concurrent checkouts, or be limited to one customer check-out per copy purchased. This purchasing option is best for titles whose popularity may decrease over time. Many titles are only available through Metered Access and follow similar pricing as one copy per user.

Simultaneous Use (SU)

Simultaneous Use titles are a great way to add specialty genres to the collection (like travel guides, popular audiobooks, or early childhood readers). It can be a low-cost way to make titles widely available to large groups, such as a large virtual book club. eMagazines are only available in this purchasing option. On average, the price for this model ranges from \$20-\$150 and for an eaudiobook the range is from \$75-\$100.

Cost-Per-Circulation (CPC)

Cost-Per-Circulation (CPC) is a purchasing option where the library pays a fraction of the total cost of a title each time a customer borrows it for example, \$3.99 per use. CPC titles can be borrowed by an unlimited number of customers at the same time, allowing the library to fulfill a large number of concurrent checkouts, at a lower cost, for high-demand titles. The CPC purchasing option realizes significant savings for the library, and while it is the preferred option for staff, it is only available on select titles and formats.

TO: Anne Bechard, Manager of Community Engagement

FROM: Shane Parmar, Coordinator of Community Development and Service Design
Kate Adams, Head of Children’s and Family Services
Michelle Callaghan, Head of Adult and Seniors’ Services
Kathy He, Head of Newcomer and Volunteer Services

DATE: July 12, 2023

Strategic Goal: Build and grow our community
Strategic Priority: Respond to community needs

Inspire Curiosity Library Card Campaign Update

As part of the library’s strategic goal to ensure that every child has a library card, RPL has partnered for several years with School District 38 on the Inspire Curiosity library card campaign. This initiative provides an opportunity for families to apply for an RPL card at school. Target grades for the campaign are Grade 1, Grade 4 and Grade 8.

The Grade 1 and 4 campaign once again took place this Spring, with forms distributed to schools in late April. We received application forms from 33 of the 38 public elementary schools in the district and four independent schools (Choice School, Pythagoras Academy, St. Joseph the Worker and Chaoyin Bilingual School). We did not receive a huge uptake in the response from high schools this school year. Very few high schools responded to our request to participate in the program, with only three out ten public high schools ultimately responding. Four high schools responded in 2022.

While there was a 21% decrease in 2022/2023 as compared to 2021/2022, we do anticipate that as we move further into the campaign, fewer grade 4 library cards may be issued each year, as many of those children would have applied for a library card previously when they were in grade 1. A strategy is also currently in development to increase communication with, and promotion to, schools (both independent and public) in order to increase the library’s reach and visibility. This strategy will be implemented in September 2023.

2022/2023 school year	Grade 1	Grade 4	Grade 8	Other Grades (K, 2, 3, 5)	Total Cards
# of cards issued	479	198	50	130	857
2021/2022 school year	Grade 1	Grade 4	Grade 8	Other Grades (K, 2, 3, 5)	Total Cards
# of cards issued	464	319	144	159	1086

Tech Buddies

The Adult and Seniors Services Team will be facilitating a four-week series of summer Tech Buddies in the month of August. This is the first time we will be offering Tech Buddies in August. Due to previous sessions’ positive feedback and interest from our senior library customers and our senior volunteers, the sessions will be facilitated at our Brighthouse location on Thursdays from 10:30am-12pm on August 3, 10, 17, and 24 with the aim of providing continuous customer support with technology.

Summer Reading Finale

To celebrate the end of Summer Reading Club, the library will be hosting a Finale event on September 10 that will be attended by Mayor Brodie. The event will celebrate the achievements of children and teens who participated in SRC this summer. We have invited Council to attend, and will also invite Trustees to hand out medals. The event will consist of speeches, as well as family-friendly literacy activities. Member organizations from the Literacy Richmond roundtable, as well as staff representing RBC will be participating in the activity stations this year as well.

Digital Literacy Exchange

Beginning in September, the library will be partnering with S.U.C.C.E.S.S. to launch an exciting new partnership program called the Digital Literacy Exchange. The purpose and value of this program is to increase digital literacy skills of immigrants which will help them in acquiring digital skills and to transition into higher wage positions. Newer Canadians may have lacked the basic technical skills we take for granted such as how to use mobile devices and apps.

The intended outcomes for the Digital Literacy Exchange program are to have participants gain a basic understanding on how to use, mobile devices, email, apps, and acquire essential skills for device usage such as how to find community resources, resources in public libraries and employment information. The estimated timeline for the duration of the program is two years, with the program being facilitated from our Brighthouse location.

Upcoming New Programs

In September, the library will be welcoming a new guest presenter from Rainyday Counseling with an informational session on “Understanding Diet Culture” that will introduce the concept of intuitive eating and the myth about diet and how diets harm our body image and sense of well-being. Also, during this month, we will be hosting an information session called “Getting to Know Dementia” in partnership with the Alzheimer Society of BC. The session will cover the warning signs of dementia to encourage people to seek an early diagnosis.

TO: Anne Bechard, Manager of Community Engagement

FROM: Ariana Galeano, Coordinator of Innovation and Learning Development
Christine McCrea, Head of Community Branch Services

DATE: July 11, 2023

Strategic Goal: Build and grow our Community

Strategic Priority/Priorities: Respond to community needs

Background

Richmond Public Library is presenting the Canadian Indigenous Authors Series as part of our commitment to Truth and Reconciliation. The series showcases the talents of various authors, illustrators, and artists through presentations that range from children's writing workshops to adult author readings and presentations.

Each event will feature a territorial welcome from a member of the Musqueam Nation. This is being pursued through the Musqueam Protocol Office. In addition, an invitation for Musqueam representatives and Elders to attend Chief Robert Joseph's event will be submitted the Musqueam Nation's newsletter. Richmond Public Library will be providing a light supper to all who attend from the Musqueam Nation and each representative and/or Elder with a copy of Chief Robert Joseph's book, *Namwayut*.

Six authors are confirmed from August to October, with the majority of events happening the week leading to the National Day for Truth and Reconciliation. Further confirmations from artist Christine Mackenzie and author David Alexander Robertson are pending.

Children's Workshops

The series provides exposure to diversity in literature and art for children, which is critical for developing empathy and understanding for those around them. Children's authors include those who incorporate art, writing skills, reflection, and yoga into their workshops.

- **Francine Cunningham –August 16, 1:00-2:30pm** – Francine Cunningham is an award-winning writer, artist and educator who spends her summer days writing on the prairies and her winter months teaching in the north. Francine is a member of the Saddle Lake Cree Nation in Alberta and is also Metis. She currently resides in Alberta but previously spent over a decade calling Vancouver her home.
- **Sarah Anne Tourond –September 25, 10:00-11:00am** – Sarah-Anne is an Artist, Yoga teacher, Suicide Awareness and Indigenous Wellness Advocate/Speaker. She is also a Mother to a toddler age son. She is a proud Anishinaabekwe/Metis woman, Eagle Clan member and her family is claimed by Gambler First Nation.
- **Kim Spencer –, October 11, 10:30-11:30am AND 1:00-2:00pm** – Kim Spencer is a graduate of the Writers Studio at Simon Fraser University. Her first novel, *Weird Rules to Follow*, has been shortlisted for the BC and Yukon Book Prize, the IODE Violet Downey Book Award, and the Indigenous Voices Award. She is Ts'msyen, from Gitxaala, BC, and she lives in Vancouver.

Author Readings for Adults

Adult authors include both fiction and non-fiction writers. Their writing helps bring reconciliation into focus for the wider community. Whether through memoirs which include stories of residential school, or through fictional accounts of growing up in Indigenous communities, these authors help to bring Indigenous culture to the forefront.

- **Joseph Dandurand –September 20, 7:00-8:00pm** – Joseph Dandur and is a member of the Kwantlen Frist Nation and the Director of the Kwantlen Cultural Center. He has published 13 books of poetry and has been the Storyteller in Residence at Vancouver Public Library. He spends much of his time storytelling at events and schools.
- **Chief Robert Joseph –September 27, 7:00-8:00pm** – Chief Robert Joseph is a Hereditary Chief of the Gwawaenuk People, Ambassador for Reconciliation Canada, Chair of the Native American Leadership Alliance for Peace and Reconciliation, and the 2016 winner of the Inspire Lifetime Achievement Award. He was also the Executive Director of the Indian Residential School Survivors Society and is an honorary witness to Canada’s Truth and Reconciliation Commission.
- **Joseph Kakwinokanasum –September 28, 7:00-8:00pm** – Joseph Kakwinokanasum is a member of the James Smith Cree Nation. He was nominated for the 2022 Canada Trust Rising Star, and was a featured author at the Windsor Writers Festival. His novel, *My Indian Summer*, was published in 2022. Joseph lives and writes on the unceded and un-surrendered territory of the Tsooke Nation.

Intended Outcomes

	Outcomes	Indicators (specific and measurable gains)	Criteria (Level of gains required for success)
Know: What will participants know after this program.	Participants will know more about Canadian Indigenous culture and history.	They will indicate an increase in knowledge.	Can indicate 2 new things they learned.
Feel: how will participants feel about the topic or content of the program after attending.	Participants will be motivated to seek more information about Truth and Reconciliation and about Canadian Indigenous culture and history.	They will have an increased interest in Canadian Indigenous culture and history.	80% will report a desire to learn more.
Do: what will participants do after attending this program.	Participants will decide to learn more about Canadian Indigenous culture and history.	They will indicate a resource they intend to access.	50% of participants will indicate a desire to borrow library materials on Canadian Indigenous culture and history.

Project Goals

- To continue to prioritize the library’s commitment to the process of Truth and Reconciliation, specifically in regards to *Calls to Action #57, #62 and #69*.
- Support the province’s implementation of the United Nations Declaration of the Rights of Indigenous Peoples.
- Provide a forum for Indigenous authors and artists to share their teachings in the Richmond community.
- Commit resources to programming on residential schools and Indigenous culture and history.
- Build empathy and understanding in the community.
- Provide access to literary and artistic experiences for Richmond children, teens and adults.

TO: Charles Leung, Manager of Information Technology

FROM: Kin Man Leung, Coordinator of IT Projects and Business Analysis

DATE: July 17, 2023

Strategic Goal: Expand access to programs, services and collections

Strategic Priority: Lead in technology access and education

Zoom Rooms Upgrade

The IT department has successfully upgraded our Zoom Rooms to version 5.15.1 in both the Boardroom and 2nd Floor Programming Room at Brighthouse Library. This latest version introduces various features and enhancements, including improved user experiences and enhanced security measures. The upgrade aims to offer meeting hosts increased flexibility and create a stable videoconferencing environment.

The upgrade process was carefully planned and executed by the IT team, ensuring minimal disruption to library services. This upgrade exemplifies our commitment to addressing security risks while providing excellent customer service, particularly in the context of hybrid and online events.

Staying up-to-date with Zoom Rooms and implementing necessary upgrades will allow the library to deliver the best possible virtual meeting experiences for our customers and stakeholders, enabling seamless communication and collaboration within the community.

Hardware Upgrade for ESXi hosts

The IT Department has reviewed the expected lifespan of the Secure Digital cards (SD cards) in use by 2 ESXi hosts at the Data Centre, and decided to upgrade them to Solid State Drives (SSDs). The replacement with SSDs is anticipated to improve performance by offering enhanced speed and reliability. This hardware upgrade aligns with industry lifecycle standards and aims to prevent any potential disruption to the library's day-to-day operations that could arise from SD card failures. Implementing this upgrade will help to ensure the continued smooth functioning of the ESXi hosts and maintain a stable and efficient IT infrastructure for the library.

New Tablet Computer for Outreach Events

The IT Department has collaborated with the Outreach Team to configure and set up a new iPad for use during outreach events, such as the upcoming Steveston Salmon Festival on July 1, 2023. This iPad is a new addition to the technology resources at Richmond Public Library that will enable the Outreach Team to access the Sierra Web system and register new library cards offsite, ensuring a seamless and secure process.

To ensure the successful use of the new device, the Outreach Team has received training on its features, with a particular focus on familiarizing themselves with the Cisco VPN Client Application. This training will enable them to utilize the iPad effectively and efficiently.

The introduction of this new device is expected to have a positive impact on card registration numbers, as it empowers the Outreach Team to register new library cards during outreach events. Furthermore, it will facilitate staff in promoting library events and services to the public outside of the library premises.

Last Copy in Collection Form

The IT Department has worked in collaboration with the Library Experience Team to develop a new form called the “[Last Copy in Collection Form](#)”. This form has been designed to assist the Library Experience Team in collecting and compiling staff responses regarding the last-copy information of physical items in our collection. By using this form, staff members can provide real-time updates on the status of last copies, facilitating quicker and more efficient decision-making regarding replacements. This form reflects our commitment to streamlining processes and enhancing the effectiveness of our collection management efforts.

Last Copy in Collection Form
To collect information on last copies for replacement consideration.

* Required

1. Branch *

Brigham
 Ironwood
 Cambie
 Steveston
 Hamilton

2. Title *

Enter your answer

3. Author *

Enter your answer

4. Item barcode *

Number must be between 3129000000001 - 3129099999999

5. Publication year (YYYY) *

Please enter a number less than 2599

6. Call number *

Enter your answer

7. Is this part of a series/volume? *

Yes
 No

8. Staff initial *

Enter your answer

9. Notes

Enter your answer

Submit

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TO: Anne Bechard, Manager of Community Development

FROM: Stephanie Vokey, Coordinator of Marketing & Public Relations

DATE: July 13, 2023

Strategic Goal: Communicate who we are and what we do

Strategic Priority: Deliver meaningful information, maximize promotional opportunities

Q2 Campaigns and Notable Deliverables

In preparation for onboarding staff members outside of marketing to contribute to the library's photo repository and social media voice, marketing is creating and refreshing internal procedures pertaining to photo-taking, social media and media engagement.

Q2's most engaging Facebook and Instagram post topics ranged from sharing information about the birdwatching and sensory kits, to welcoming community at cross-cultural celebrations and author events. The top five posts combined reached over **5,600** people and generated **620** reactions.

From April 1 to June 30, the library was reported in the media **47** times. During the same time, a new recommended staff reads feature was added to the eNewsletter and the subscriber base grew by **459** subscribers, lifting YTD growth to **12.6%**. The library's Facebook and Instagram followers have increased by **1.3%** and **8.2%** respectively YTD, and RPL posts reached over **16,000** people in Q2.

Q3 Priorities

- Promotion of unique and high-value library programs that will include paid social media advertising, including a BBQ cooking program, and the fall Canadian Indigenous Author Series. To gauge success, staff will be measuring program registrations and attendance as well as ad reach and engagement. The Canadian Indigenous Author Series will also include local newspaper print and digital advertising.
- Creating a spotlight series of social media posts that highlight different services available to support and engage the Hamilton community.
- Developing a comprehensive independent and public school marketing plan to ensure that library information is reaching the intended audiences and that metrics are in place to measure reach. Implementation of the plan will take place in September 2023.

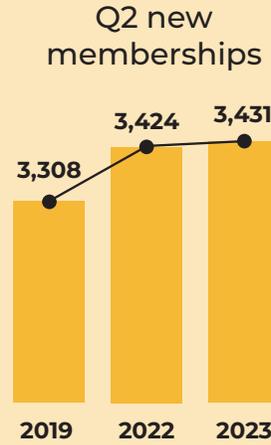
Progress towards 2023 Goals

Goal	On pace / below target to achieve
Achieve 250 media mentions for the year, an increase of 9% .	Below target to achieve
Increase total Facebook and Instagram followers by 15% .	Instagram: on pace to achieve Facebook: below target to achieve
Demonstrate increased follower engagement on Facebook and Instagram posts with a 50% increase in weekly post comments.	On pace to achieve
Grow our eNewsletter subscriber base by 16% .	On pace to achieve.



Get more customers

Operational Statistics Q2 2023



51% Of Richmond residents have a library card

Total current memberships **133,428*** ↑

↑ **9.30%** % from 2022 **122,079**

↑ **26.38%** % from 2019 **105,576**

* 0 memberships have been purged since February 2020.

Keep existing customers



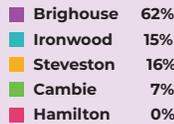
Gate Count

Q2 overall visits

243,866 ↑

↑ **27.36%** % from 2022 **191,475**

↓ **-30.22%** % from 2019 **349,459**



Inquiries

Q2 inquiries

33,345 ↑

↑ **40.75%** % from 2022 **23,691**

↑ **11.74%** % from 2019 **29,841**

20,762	Brighthouse
4,740	Ironwood
5,339	Steveston
2,461	Cambie
43	Hamilton



Program Information

Q2 attendees

17,644 ↑

↑ **42.77%** % from 2022 **12,358**

↓ **-39.70%** % from 2019 **29,260**

Virtual programs

58

NA **193**

Attendees

860

NA **3,955**

In-Person programs

759

1,047 **359**

Attendees

16,784

29,260 **8,403**



Circulation

Q2 combined total

569,474 ↑

↑ **2.26%** % from 2022 **556,913**

↓ **-12.67%** % from 2019 **652,111**

Q2 physical items

387,861

505,625 **376,320**

Q2 digital items

181,613

146,486 **180,593**

Grow our value

1. Implementing the library direction 2023 workplan.
2. Initiate strategic planning process.
3. Develop and leverage staff resources to better serve our community.



To: Richmond Public Library Board of Trustees

Date: July 20, 2023

From: Susan Walters, Chief Librarian

Re: Truth & Reconciliation Day 2023

Richmond Public Library will commemorate the history and legacy of residential schools and honour Indigenous communities, families and survivors, by observing a day for Truth and Reconciliation. The library will observe the provincial statutory day of commemoration, Truth and Reconciliation Day, on Saturday, September 30.

The Brighthouse library will be open on September 30, 2022, for shortened hours, from 10:00am – 2:00pm, inviting residents to reflect and participate in programs that support cultural learning, reflection and understanding.

Programs

Indigenous themed stories will be presented at Storytimes. The works of Indigenous authors will be prominently displayed and Indigenous created films will be showcased on the Launchpad's large viewing screen throughout the day.

Throughout the month of September, Indigenous collections will be highlighted and available at each branch and Indigenous authors will be featured on the website carousel. Additional ebook content has been purchased to add to the Indigenous Perspectives browsing collection. The library's dedicated Indigenous Resources webpage will also be featured prominently. Designed for acknowledgement, inclusion, and education, the page is front-facing recognition of Indigenous, First Nations and Metis peoples. An extensive Indigenous author series has been outlined in this month's Innovation and Learning Report for reference.

TO: Richmond Public Library Board of Trustees
Susan Walters, Chief Librarian

FROM: Anne Bechard, Manager of Community Engagement

DATE: July 5, 2023

Executive Summary

The library and the City of Richmond have received notification that the City's application to the Union of BC Municipalities (UBCM) 2023 Poverty Reduction Planning and Action program for \$50,000 was successful.

The submitted application outlined a plan to develop a peer-to-peer resource navigation pilot program that builds on the learnings and successes of the Community Services Pop Ups - the free monthly drop-in sessions held at the Brighthouse Library that connect residents at risk of or living in poverty to community-based resources.

The Peer-to-Peer Navigation Program will again be collaboratively developed and co-led by the City and the library. The pilot program will be offered at multiple library locations, including Brighthouse, Ironwood and Cambie libraries. Resource navigation will be provided on a weekly basis at regularly scheduled times, including evenings and weekends. This schedule will support individuals who may face barriers to accessing services during traditional service hours. Additionally, different activities and events, such as an employment readiness and housing navigation workshops and/or monthly coffee chats will be offered during the pilot phase to provide additional connections and supports.

A coordinator position will be funded through the grant and will support implementation and evaluation of the pilot. A Peer Support Team consisting of persons with lived and/or living experience will be recruited as Resource Navigators and Activity Hosts, and will be paid a living wage for their work. As part of the program implementation, a communications plan will be developed, including ways to reach isolated and hard-to-reach residents, while leveraging existing City and library communication tools and networks.

The Peer-to-Peer Navigation Program is anticipated to run from November 2023 to April 2024.



City of Richmond

Memorandum Planning and Development Division Community Social Development

To: Community Associations and Societies;
Richmond Library Board;
Richmond Olympic Oval Board

Date: July 18, 2023

From: Melanie Burner
Program Manager, Social Development

File: 08-4055-05/2023-Vol 01

Re: **Development of the Richmond Accessibility Plan (2023–2033)**

The purpose of this memo is to update key partners on the development of the Richmond Accessibility Plan (2023–2033) in order to meet one of the municipal requirements of the new Accessible British Columbia Act.

Background

On June 25, 2021, the Accessible British Columbia Act (the Act) was passed by the Legislative Assembly with the overall goal to identify, remove and prevent barriers experienced by people with disabilities in the province. In the Act, barriers are defined as anything that impedes the full and equal participation of people with impairments (disabilities) in society. The Act establishes the legal framework to develop, implement and enforce accessibility standards that aim to identify, remove and prevent these barriers. The resulting standards will set out regulations across a wide range of areas such as employment, delivery of services, the built environment, information and communications, transportation and procurement.

On April 14, 2022, the provincial government approved the Accessible British Columbia Regulation, which identifies municipalities as prescribed organizations that must comply with the Act. One of the initial requirements is for municipalities to develop a multi-year accessibility plan, outlining how they will identify, remove and prevent barriers across planning and operations. As the Richmond Public Library must also comply with the Act, the City and Library are working closely together to align approaches, with the intention being that the Library will utilize the City's plan to guide its efforts in advancing accessibility.

Development of the Plan

The Richmond Accessibility Plan (2023–2033) (the Plan) will guide the City's approach, in collaboration with the community, to advancing accessibility in Richmond over the next ten years. It is being developed through a multi-stage process involving key partners, community organizations who support people with disabilities, and Richmond residents, including people with disabilities, their families and/or caregivers. In order to meet the expedited timeline required by the Province to complete this work, the development of the Plan has been streamlined to ensure the City is in compliance with the Act. The process is as follows:



- February 2023: Initial consultation with people with disabilities, their families and caregivers and community organizations who support people with disabilities to identify barriers experienced by people with disabilities in the community;
- March – April 2023: A series of working sessions with staff from various City departments and the Library to identify potential actions for inclusion in the Plan, based on the findings of the initial consultation;
- May – July 2023: Development of the draft Plan; and
- Early Fall 2023: The draft Plan will be presented to City Council for approval in principle.

Once approved in principle, the City will seek public feedback on the draft Plan and a final report, including any proposed revisions to the Plan, will be presented to City Council for adoption.

Engagement with Key Partners

To ensure key partners are able to provide input on the Plan and to educate key partners about the new accessibility legislation, the following opportunities are planned for fall 2023:

- A presentation providing an overview of the draft Plan, including findings from initial consultation and the proposed actions that may involve partners, will be held during the public engagement phase of the Plan’s development for representatives from the Community Association and Society Boards, the Library Board and the Richmond Olympic Oval Board;
- Two workshops on the Accessible British Columbia Act will be presented as part of the Recreation and Sport Services Richmond Communities Conference that is being planned for October 14, 2023 at Richmond City Hall. These sessions will provide an overview of the new legislation as well as the initial requirements for municipalities and other public-sector organizations; and
- A number of opportunities will be available for community members to provide feedback on the Plan during the public engagement phase. These opportunities will include a Let’s Talk Richmond survey on the City’s website and pop-up feedback sessions that will be held at various locations in the community. Information regarding public engagement opportunities will be shared with key partners once engagement plans are finalized and the draft Plan has been approved in principle by City Council.

The new Accessible British Columbia Act establishes the role and responsibility of public-sector agencies, including municipalities, to make their organizations and communities more accessible and inclusive for everyone through the identification, removal and prevention of barriers experienced by people with disabilities. The City is developing the Richmond Accessibility Plan (2023–2033) to meet one of the initial requirements of the Act. The Plan will guide the City’s approach, in collaboration with key partners, to advancing accessibility in Richmond over the next ten years.

July 18, 2023

- 3 -

If you have any questions regarding the abovementioned, please contact the undersigned.



Melanie Burner
Program Manager, Social Development
(604-276-4390)

pc: Kim Somerville, Director, Community Social Development
Clay Adams, Director, Corporate Communications and Marketing
Gerry De Cicco, Director, Sport Services (Richmond Olympic
Oval) Marie Fenwick, Director, Arts, Culture and Heritage Services
Todd Gross, Director, Parks Services
Keith Miller, Director, Recreation and Sport Services
Susan Walters, Chief Librarian