

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, February 22, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Arseniy Shchedrinskiy
Jordan Oye
Simon Tang

Susan Walters, Chief Librarian
and Secretary to the Board

Regrets:

Chaslynn Gillanders
Diane Cousar
Traci Corr
Chak Au, Council Representative

Staff Present:

Allen Chi
Anne Bechard
Bob McGall
Cathy Gettel
Lee Anne Smith
Mark Ellis
Melanie Au
Ping He
Serena Griffin
Shaneena Rahman
Stephanie Vokey

Regrets:

Wendy Jang
Friends of the Library

1. Call to Order

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

2. Approval of Agenda

MOVED: That the agenda be approved as presented.

TANG/OYE.....CARRIED

3. Approval of Meeting Minutes

(a) MOVED: That the minutes of the regular meeting of January 25, 2017 be approved as presented.

LEUNG/TANG.....CARRIED

BUSINESS SECTION

4. Education Session

(a) An outline of past and upcoming educational session topics was included.

Susan Walters identified the topics for the March to June education sessions. The Board discussed reviewing sessions from previous years, as topics of interest can be repeated. Discussion will take place at the March meeting before scheduling the rest of the year's planned education sessions.

(b) An information package of Freedom to Read Week at Richmond Public Library was included.

(c) A report of Requests for Reconsideration 1978-2016 was included.

Lee Anne Smith reported that public libraries uphold the right of members to access diverse information and that we support the BCLA position statement February 4, 2017:

The BCLA endorses the statement issued by the American Library Association (ALA) on January 30, 2017 regarding policies that contradict library values. The BCLA stands with our Canadian and American colleagues in support of a fair and just society. We stand together in support of intellectual freedom, diversity, inclusion and access to information. We stand together in support of every individual's right to self-expression, without fear of reprisal. We stand together in opposition to actions and statements that incite violence, promote racism and limit our rights as citizens. Libraries are cornerstones of our society. Our foundation is strong. Our doors are open.

Lee Anne reported that confidentiality of members' accounts is also important, to protect their privacy and their freedom to access materials

Freedom to read is a personal choice. It is up to the individual to decide if the material is acceptable to read, watch or listen to, and for parents to decide for their children. However, it is not acceptable to chose for others.

People want material removed from the library because they find it offensive – it promotes racism, relies on outdated stereotypes, or includes inaccurate content. Requests are often made in order to protect others, in many cases children.

The Board noted that Freedom to Read Week is not just about reminding customers about their personal freedom to read, but also the library's responsibility to protect customers privacy and the security of our system.

5. Business Arising

None.

6. Correspondence

None.

COMMUNITY

7. Report from Councillor

No report.

8. Report from the Friends of the Library

(a) A letter dated January 27, 2017 to thank the Friends for their donation was included.

(b) A letter dated February 8, 2017 to the Richmond Community Foundation regarding the Friends' \$5,000 contribution to the Richmond Public Library Endowment Fund was included.

In Betsy's absence, Susan reported that the FOL recently had a small sale in Brighthouse and another small sale is scheduled for this Saturday, February 25. The Friends are busy preparing for the next Whale of a Sale March 25 and 26 at Thompson Community Centre.

9. Customer Comment Forms

- (a) A summary of comments was included for information.

The board discussed tutoring etiquette. The library is a collaborative use space, and this does cause challenges when seating is at a premium and in managing noise levels. However, tutoring in the library introduces people of all ages to the library's resources and services. At this time this is a manageable use of library space.

BOARD

10. Items for Decision and/or Discussion

- (a) Provincial Grant Report

A draft report was included for Board review and feedback. Deadline for submission is March 1.

The Province asked that, in the interest of brevity, only key areas be highlighted. Provincial priorities remained the same this year, and our report highlights areas of service and programming we targeted.

The Board asked if the challenges the library faces have changed over the years? Stephanie reported that providing adequate study space, community gathering spaces, keeping up with digital needs and meeting the needs of our diverse community continue to be challenges.

The Board noted that the reported highlights line up with the provincial priorities.

The Board discussed the movement to transform the education system, making it more personalized and creative. The library offers a lot of support for this method of learning. Stephanie and Susan noted that we will speak to this in the revised report, in addition to prioritizing the challenges the library faces.

- (b) Surplus Expenditures Report

At the January meeting, the Board was informed of a capital project to renovate the silent computer zone into a new lounge space. The city supports the project but without funding. The Board discussed six potential capital projects:

1. 2nd Floor Lounge
2. Phase 2 – Launchpad Brighthouse Revitalization Project
3. Phase 3A – Launchpad Brighthouse Revitalization Project
4. New individual seating along west façade
5. RFID Project
6. Mobile book vending machine(s)

After significant discussion and prioritization, the Board determined that

- a. an RFID project could be considered when a new branch comes on board,
- b. mobile book vending units could be considered as part of the 2018 budget process, and
- c. creating more seating and study space at the Brighthouse branch will have the most benefit for the public at this time.

MOVED: THAT an allocation sufficient to complete renovations of the 2nd floor lounge area, approximately \$115,000 and approximately \$11,000 for seating along the west facade, be made from the library's accumulated operating surplus account.

SHCHEDRINSKIY/LEUNG.....CARRIED

INTERLINK**11. InterLINK Report**

- (a) A calendar of 2017 meetings was included. The next meeting is February 28th.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION**12. British Columbia Library Trustees Association Report**

- (a) The January 2017 Bulletin was included.

Susan Koch noted that BCLTA is adding advocacy information to their website.

Susan asked Arseniy if he is interested in becoming a director of the BCLTA Board, and if so, she would not put her name forward for re-election. Arseniy noted his interest in participating.

STAFF OPERATIONS**13. Chief Librarian's Report**

- (a) Susan Walters reported that the OLA conference was a successful event. 6 library staff, Susan Koch and Jordan attended. Staff visited 4 Toronto Public Library branches for tours. The conference provided networking opportunities, knowledgeable speakers and excellent vendor exhibits. Susan noted the conference report and action plan would be presented later in the meeting.
- (b) Susan reported that the library is tentatively hosting one day of the 2-day meeting of the Canadian Urban Library Council (CULC) Public Library Leadership (PLL) Group in October. Susan is part of the CULC-PLL group planning the sessions for the third cohort of this leadership program. Susan will also participate in 2 national CULC meetings in Ontario this year, Hamilton in May and Vaughn in October.

The Board asked about collaborative purchasing for lower prices, services and content. Susan reported that yes, we do have access to this in BC through the BC Libraries Cooperative and InterLINK and also through CULC. For example, RPL has access to the Centre for Equitable Library Access (CELA), which replaced CNIB and provides public library access for Canadians with print disabilities.

- (c) Susan noted that the staff survey work plan was attached. The 2016 Staff Survey results will be released to staff on Friday. Senior staff identified 5 major objectives and will finalize their work plan in March, then begin implementation and tracking. Staff will also develop a short survey for late June as a touchpoint, and report results at the July meeting. Staff plan to develop new questions for the third comprehensive survey.

The Board discussed the work plan and noted that library staff, the Chief Librarian and the Board are all accountable for improvements.

Susan noted that we will begin the process and proceed with the search for an HR Manager. The support that this professional can provide to the organization will be beneficial.

- (d) Susan also noted she has spoken with Cathryn Carlile regarding a memo to Mayor and Council in appreciation of restored branch hours.

14. Staff Reports for Information

- (a) Lee Anne Smith reported on Adult Programming.
- (b) Melanie Au reported on Children and Family Services Programming.
- (c) Ping He reported on Information Services.
- (d) Stephanie Vokey reported on Marketing and Public Relations services.
- (e) Wendy Jang reported on Multicultural and Chinese Community Services.

In Wendy's absence, Susan reported that we were approached by a library member over a perceived imbalance between traditional and simplified Chinese materials. Staff are analysing collection data and have adjusted the ARPs cautiously. Wendy and Susan will respond to this customer and meet when more data is available.

- (f) Anne Bechard reported on Digital Literacy Programming.
- (g) Shaneena Rahman reported on Collections and Merchandising.
- (h) Serena Griffin reported on Circulation and Merchandising.

The Board asked about the no fixed address card. Serena noted a customer had visited Ironwood and could not obtain a card because they did not have a local address. The customer suggested they be treated as a homeless person, which we could not do at that time. The customer wrote to library management to suggest we consider this and the proof-of-concept service is now available.

The Board noted that this has a good link to freedom to read and is a respectful initiative that they support. The Board asked if any other libraries serve people experiencing homelessness. Serena noted that Vancouver and Surrey both have services.

- (i) Mark Ellis reported on Information Technology.

Susan confirmed for the Board that the self-checkout (SCO) upgrade costs are operating expenses and the salvaged SCOs at Brighthouse will extend the lifetime of the branch equipment.

The Board asked how we update customer information. Susan confirmed we rely on the customer to keep their information current. Susan will follow up with staff regarding the Board discussion on leading indicators.

- 15. OLA report and action plan were included. Anne Bechard reported that the library tours were valuable from a facilities planning and services perspective. Staff came away with a new outlook and some insights, and with knowledge that we are providing innovative services and programs.

The Board asked if libraries have common challenges or are we facing something unique? Susan noted that many other systems are in a building phase, introducing new facilities and expanded branches. However, everyone is feeling the effects of declining circulation and the need to balance resources in order to provide digital services, actively market library services, and extend reach into the community.

Anne noted that very few libraries have the community partnerships and digital services resources that we do. Staff were excited to share where we are moving to with digital services and our programming capacity as a result of working with community partners.

Jordan noted that explaining the library's value to the community and value propositions are a challenge for everyone he spoke with. Susan noted that library staff will be developing value propositions for Board information and advocacy.

ITEMS FOR INFORMATION

- 16. An update to 2017 Committee and Representative Appointments was included. Arseniy will be added as the BCLTA representative after the AGM.

- 17. The Board Calendar was provided for information. Tentative date for the Canada 150 launch is March 30, in the afternoon. This will be confirmed asap.

OTHER BUSINESS

None.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, March 29, 2017.**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:25 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN Sandra J.