

RICHMOND PUBLIC LIBRARY BOARD

REGULAR MEETING

Wednesday, May 31, 2017

Board Present:

Susan Koch, Chair
Robin Leung, Vice Chair
Chak Au, Council Representative
Alexa Loo, Alternate Council
Representative
Chaslynn Gillanders
Jordan Oye
Simon Tang
Traci Corr

Susan Walters, Chief Librarian
and Secretary to the Board

Regrets:
Arseniy Shchedrinskiy
Diane Cousar

Staff Present:

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

Regrets:
Cindy Ho
Betsy Blair, 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.

LEUNG/CORR.....CARRIED

EDUCATION SESSION

3. Education Session

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

(b) The Budget Preparation Process Report was included.

Susan Walters reported the city provides the majority of our budget. Ongoing municipal support has been consistent and we are appreciative. The remainder of our funding comes from the province, grants and fines.

The majority of the library's operating budget is assigned to salaries and benefits and the capital budget is primarily assigned to collections. In recent years, a review of the remaining operational budget line items, which consists of smaller cost items such as equipment, supplies, training and development, etc. has been undertaken and efficiencies recognized.

A typical budget cycle begins with a review of the previous year's audited statements in April. The new budget and any additional levels requests are drafted and presented to the Library Board in July, for final discussion, review and approval. The approved budget is entered in the city's system in August, along with any additional levels

requests. Adjustments may be required and the Chief Librarian keeps the Board apprised of any changes. The library's budget is reviewed by senior city staff in the fall and presented to the Finance Committee in November. The final budget is passed at a public Council meeting in December.

Fiduciary oversight is provided by library staff, City staff, and the current Board Chair. The Chief Librarian works closely with all teams. Monitoring expenditures is done both by the staff teams and the financial system, with checks and balances along the way. If funds are available near year-end, additional expenditures are planned for with the challenge being to receive goods by year end. Unspent funds (or overages) are transferred to accumulated surplus.

Susan asked the Board for some feedback on additional level requests. Possible requests to consider are a book vending machine for Hamilton Community Centre space, an outreach van, and literacy walking tour equipment.

The Board asked if we consider past additional level requests. Susan noted that two of the three additional requests for 2017 were for staffing and equipment related to outreach services. These were not approved, but new staffing positions for community-led services will be brought forward again in this or the next budget cycle. She is keeping track of large project suggestions that have been prioritized by the Library Board. For example, the RFID project will be timed with new branch development.

The Board asked about staffing minimums when open. Susan noted that the safety of staff and the public is important and optimally there will be a staff member for each service point, plus additional staff to provide support. It is a daily task for schedulers to ensure staffing needs are met. The Board noted they are aware of community needs, such as early morning daycare, but that service providers can't find space. Susan noted that library staff are committed to co-location opportunities, especially when considering new facilities.

The Board asked if the new position, Coordinator of Community Services, will liaise with City? Susan confirmed that all library staff, especially the leadership team is working closely with their municipal counterparts. Susan emphasized the importance of the new position being outside of the library to meet with community groups and to hear from them on how the library can assist or make a difference. This is different from outreach which focuses on library designed and delivered programs to the community.

The Board asked about developing donations and support? Susan reported that fund development is still in the early stages and staff haven't developed the tool kit to make big asks yet. Appropriate attention to fund development tasks requires significant staffing resources. Susan noted that staff are considering fund development tied to capital projects and looking at what grants are available to the library.

The Board asked about the Richmond Community Foundation. Susan noted that the library has an endowment fund in the Richmond Community Foundation and one with the Vancouver Foundation. These Foundations make it easy for a donor to give to a long term fund.

BUSINESS SECTION

4. Approval of Meeting Minutes

MOVED: That the minutes of the regular meeting of April 26 be approved.

OYE/CORR.....CARRIED

MOVED: That the minutes of the special meeting of May 24 be approved.

TANG/OYE.....CARRIED

5. Business Arising

None.

6. Correspondence

(a) A memo dated May 31, 2017 was presented on table. Letters to MLAs elected on May 9th have been delayed. The Board suggested that staff tweet congratulations also.

COMMUNITY

7. Report from Councillor

Councillor Loo reported that some Council are attending Canadian Federation of Municipalities conference this weekend.

8. Report from the Friends of the Library

In Betsy's absence, Susan reported that the Friends received a tour of the Launchpad this weekend. Friends are considering how to support more technology.

9. Customer Comment Forms

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

BOARD

10. Items for Decision and/or Discussion

(a) Stephanie presented a draft 2016 Annual Report to the Community on table. The Mayor will review his message next week. Key value proposition statements will be included in the report.

INTERLINK

12. InterLINK Report

Jordan reported that Ken Haycock presented at the InterLINK meeting last night. His presentation on advocacy was well received.

BRITISH COLUMBIA LIBRARY TRUSTEE ASSOCIATION

13. British Columbia Library Trustees Association Report

(a) The May 4 Board Meeting Summary was included.

(b) The May 2017 Bulletin was included.

STAFF OPERATIONS

13. Chief Librarian's Report

Susan Walters reported that she attended both the BCLA and BCLTA Conferences and found the opportunity to network valuable.

She also attended the CULC spring meeting in Hamilton, Ontario, where exposure to national issues was of particular interest. Susan reported that many libraries are struggling with budget challenges, HR issues such as training and development and succession planning, and effective CAO/Council relationships. In many cites the GLAM services (Galleries, Libraries, Archives and Museums) are beginning to work more closely together. At a recent Community Services workshop, Susan appreciated the staff presentations on

best practices and noted that many featured libraries.

Susan noted that the event being held tonight in the Launchpad is the first to be live streamed and will be archived. The Board asked if there were any issues with streaming and respecting people's privacy? Susan noted that we are following city practice on this including photo waivers when required and signage that the event is being recorded.

(a) BCLA Conference reports from Anne Bechard and Mark Ellis were included.

14. Staff Reports for Information

(a) Lee Anne Smith reported on Adult Programming.

Lee Anne noted that we have over 300 volunteers but only 30 attended the appreciation event. Lee Anne noted that the earlier event time was much less successful and that we will return to an evening event in 2018. As we don't have a space big enough to recognize 300 volunteers and a guest, staff are planning for larger venue and considering multiple events.

The Board asked if we do something else for volunteers? Lee Anne noted that in addition to the appreciation event, staff also organize monthly appreciation draws. For Volunteer Appreciation week, we also send personalized email and have an in-house display thanking our volunteers. Staff are researching how to appreciate volunteers, getting help from Richmond Cares Richmond Gives (RCRG), and making sure that staff working with volunteers show appreciation at every opportunity.

(b) Melanie Au reported on Children and Family Services Programming.

(c) Serena Griffin reported on Circulation and Merchandising.

(d) Shaneena Rahman reported on Collections.

The Board asked what "back fiction" is? Shaneena defined this as earlier titles published by an author, often in hardcover format.

The Board asked if each branch has a specialty or is the collection comparative? Shaneena noted that it has tended to be duplicated in part, but that we can't give every branch everything as there is neither the room nor demand from each local community. Staff are working towards building the best collection for each community, to meet their specific needs and define the unique collection for each branch.

(e) Anne Bechard reported on Community Services.

(f) Anne Bechard reported on Digital Services.

(g) Mark Ellis reported on Public Wi-Fi Security.

The Board asked what the current IT related issues that libraries are facing are. Mark noted that common issues are funding and obsolescence. Bandwidth is not a problem for us, but may be for other libraries. Security is an issue for everyone.

The Board asked about Tableau – are we looking for other data visualization platforms as well? What would we use it for? Mark noted that visualizations would be used for reporting and that we are looking at other platforms. The Board mentioned Domo as well. Mark will look into it.

Regarding the recent malware, the Board asked if we at risk of attack? Mark noted that attacks are a concern. We had a crypto lock attack last year but solved the problem by wiping the computer and restoring a backup. The best defence is a backup. Mark confirmed that the City and Library networks are not connected at all. Risk through

public computers is constrained by time and software. At the end of the user's session the computer is wiped and all work lost if not saved to the customer's media. Desktop machines are patched automatically. We do have XP and old versions of windows in our system, the Cambie branch access card system for example, but we are aware of those risks and planning to replace the equipment.

(h) Ping He reported on Information Services.

(i) Allen Chi reported on Information Technology.

Allen confirmed that the major overhaul going from the Cold Fusion platform to Drupal will make mobile response better.

(j) Stephanie Vokey reported on Marketing and Public Relations Services.

(k) Ray Lam reported on Social Media Activity for April.

The Board asked what was done to increase our Instagram followers? Stephanie noted that Librarians were involved in promoting this platform.

The Board noted that what is missing is what we are actually doing to reach these goals. Can get more creative in driving this increase? Stephanie noted we are experimenting with how to deliver these statistics. Last month we gave more information for Q1 and this month we pared back to a monthly report. Quarterly reports will be more introspective. She noted that staff are doing a lot of things with various platforms, but three are our core social media - Twitter, Facebook and WeChat. Staff are dabbling in the others, more as a trial, and will come back in July with more evaluative tracking. Susan noted that social media strategy and guidelines are in process. Part of the guide will go on our public facing website, and the other component is intended for staff.

(l) Wendy Jang reported on Multicultural and Chinese Community Services.

ITEMS FOR INFORMATION

15. City of Richmond Community Wellness Strategy was provided for information.
16. Our Canadian Bookcase Unveiling Event will be held on June 15th. Board and City councillors are welcome.
17. The Board Calendar and work plan was provided for information.

OTHER BUSINESS

An invitation to the grand opening of the Launchpad was provided on table. This event takes place on the afternoon of the day of our Board meeting, June 28. Mayor Brodie and Joe Peschisolido, MP for Steveston-Richmond East will attend.

NEXT MEETING

The next Regular Board meeting is scheduled on **Wednesday, June 28, 2017**.

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:10 p.m.

CHAIR Susan L. Koch

CHIEF LIBRARIAN Swatten