

**WEDNESDAY, JULY 31, 2019
5:30 - 7:30pm**

Board Present:

Robin Leung, Chair
Traci Corr, Vice-Chair
Caty Liu
Chaslynn Gillanders
Danielle Lemon
Denise Hawthorne
Denise Hui
Jordan Oye
Linda McPhail, Council Representative

Susan Walters, Chief Librarian and
Secretary to the Board

Staff Present:

Christi Hrabowsky
Iris Lee
Lee Anne Smith
Mark Ellis
Shaneena Rahman
Stephanie Vokey
Victor Lai
Wendy Jang
Cindy Ho
Alexandra Korotchenko
Angela Lee

Friends of the Library:

Debby Newton

Regrets:

Kelly Greene

1. Call to Order and Land Acknowledgement

The meeting was called to order at 5:30pm

S. Walters introduced 2 new Heads: Alex Korotchenko, Head of Newcomer and Volunteer Services and Angela Lee, Head of Library Experience and Customer Service.

2. Approval of Agenda

MOVED, THAT the agenda be approved as presented. Gillanders/Lemon.....CARRIED

3. **BUSINESS SECTION**

(a) Approval of Meeting Minutes

MOVED, THAT the minutes of the regular meeting of June 26, 2019 be approved as amended with corrections to 11(a), 11(b). Oye/Liu CARRIED

(b) Business Arising

Items brought forward in this section were tabled pending discussions at the Board Governance Committee meetings.

4. **EDUCATION SESSION**

(a) An outline of past and upcoming education session topics for 2019 was included for information.

(b) Human Resources, An Investment in Staff (*Iris Lee and Shaneena Rahman*)

I. Lee and S. Rahman gave a presentation on human resources priorities that were identified in 2018, some of which have now been implemented. They noted that HR priorities will change and shift over time as the strategic plan unfolds.

S. Rahman highlighted customer experience as being a cornerstone of what we do and plans are in place to re-affirm our customer service strategy, building on our mission and values. We will

continue to invest in staff with various training opportunities and by looking at other creative ways that this can be accomplished.

S. Walters noted that we connect with the City's HR department regularly and are able to piggy-back on many of their training opportunities and initiatives as issues arise in our community to better develop our services and policies.

5. **COMMUNITY**

(a) **Councillor's Report**

Councillor McPhail's report was included for information. Items of note that were recently adopted on consent by City Council include; the Richmond Cultural Centre proposed community mural public art project and Municipal support for increased library access to digital publications.

An addendum report was included as well noting the City's permanent rainbow crosswalk has been installed in time for Pride Week, and that the 2018-2022 Council Strategic Plan has been endorsed.

(b) **Friends of the Library Report**

D. Newton reported that the mini sale at Brighthouse last Saturday raised \$1700 and wished to pass along her thanks to the RPL drivers for their hard work. R. Leung, T. Corr and D. Hawthorne were in attendance and assisted at the event.

(c) **Summary of Customer Comments Report**

The Board discussed the comments surrounding book clubs and how to maximize access to them within our space as they are hugely popular. I. Lee noted that there are issues with having volunteer facilitators as the library is mindful of Union work.

T. Corr noted that there is disappointment that independent book clubs are not able to book rooms at the library. S. Walters acknowledged the community's need for this but there are space constraints in our current facilities. She noted that this community amenity is included in the draft plan for the new Steveston library.

W. Jang informed the Board that the library is introducing new book clubs beginning in the fall in response to huge demand for staff led clubs which have waiting lists. The five clubs will be led by our librarians and registration is expected to open on August 26.

6. **BOARD:**

(a) **Review of 2019 – 2021 Strategic Plan Progress Update**

S. Walters presented an update on the progress of some of the goals identified in the Strategic Plan in each of our five main areas; resources, community, marketing, core services, and space.

(b) **First Draft of 2020 Operating Budget (V. Lai)**

V. Lai presented the first draft of RPL's 2020 operating budget to the Board. V. Lai responded to questions from J. Oye in regards to book fine revenue and marketing budget. S. Walters noted that the budget is still in the draft stages.

V. Lai is asking the Board to approve a motion to transfer \$75,000 from operating surplus funds to be allocated to the 2020 budget in order to co-fund a one-time additional level request for the automatic materials handling system.

MOVED, THAT, the Richmond Public Library Board approves the transfer of \$75,000 from operating (general) surplus to be put towards the 2020 operating budget as a one-time additional level request for the automatic materials handling system (pending approval from City Council).
Oye/Lemon.....CARRIED

(c) Board Reports – Research and Examples (follow up from June 26 meeting) (T. Corr)

T. Corr presented an example of a board report from a local library to the Board and asked the Board to consider that RPL follow something similar. The Board discussed various options of how to incorporate Trustee roundtable discussions into the Board meetings. It was agreed that a section be placed in the Board agenda to have a quick roundtable of discussion and that it is not mandatory for each Trustee to report each month.

S. Walters noted that it will be incorporated ahead of the InterLINK report on the agenda.

7. **INTERLINK REPORT**

T. Corr reminded the Board that PNE day for library cardholders is coming up on August 21. She also noted that the 2020 BCLA Conference will have a focus on mental health.

8. **BCLTA REPORT**

C. Liu provided a report on BCLTA events and initiatives that they are working on.

9. **OPERATIONS**

(a) Chief Librarian's Report (S. Walters)

- S. Walters presented the 2018 RPL Annual Report to the Board noting that it has been delivered to Mayor and Council and senior City staff
- Follow-up meetings with City staff on the gender-neutral washroom signage are expected to take place in early September
- S. Walters reported that she is connecting with City staff to identify a location for the book dispenser at the Minoru Centre for Active Living

Management Reports Included:

(b) Community Engagement Report

A. Bechard provided a report on community outreach events.

(c) Human Resources Report

- (i) I. Lee provided a report on RPL's updated organizational structure and recruitment initiatives.

(d) Information Technology Report

M. Ellis provided a report on the status of the staff and public computer replacements. The IT department is requesting that the Board approve the transfer of \$50,000 from the operating surplus to cover the cost of the first round of approximately 60 public computers.

MOVED, THAT, the Richmond Public Library Board approves the transfer of \$50,000 from operating (general) surplus to cover the public computer replacements.

Hawthorne/Hui.....CARRIED

Staff Operations Reports Included:

- (e) Innovation and Learning Development (*L.A. Smith*)
- (f) Collections and Customer Service Delivery (*W. Jang*)
- (g) Marketing and Public Relations (*S. Vokey*)
- (h) Information Technology Operations (*A. Chi*)
- (i) Adult and Seniors Services (*C. Lindsay*)

A few of the dementia-friendly books that have been purchased using funds from the Friends of the Library were passed around the table for the Board to review.

- (j) Digital Services (*C. Ho*)
- (k) Children and Family Services (*K. Adams*)
- (l) Content, Collections, and Discovery Services (*P. He*)
- (m) Circulation and Merchandising (*S. Griffin*)
- (n) Community and Branch Services (*A. Galeano*)
- (o) Newcomer and Volunteer Services (*A. Korotchenko*)
- (p) Library Experience and Customer Service (*A. Lee*)

10. ITEMS INCLUDED FOR INFORMATION

- (a) 2019 Board Calendar
- (b) 2019 Board Advocacy Opportunities
- (c) 2019 Board Work Plan
- (d) City of Richmond Annual Report - 2018 was presented on table
- (e) RPL Annual Report – 2018 – was provided on table
 - (i) Message from Chief Librarian to Community Partners
- (f) \$20M in 2020 Campaign – RPL’s Commitment to Supporting Government and the Provincial Poverty Reduction Strategy – examples were sent to the BC Library Partners demonstrating how RPL is working with our community to meet this commitment.

11. OTHER BUSINESS

- (a) RPL Board Recruitment for 2020

The Board were notified that any Trustees whose term is expiring this December must reapply to the City Clerk’s office by September 23. Applications will be available at all branches and online by late August.

NEXT MEETING

The next Regular Board meeting is scheduled for **Wednesday, September 25, 2019 - 5:30pm**

ADJOURNMENT

There being no further business, the Chair declared the meeting adjourned at 7:30pm

CHAIR



CHIEF LIBRARIAN

