

RICHMOND PUBLIC LIBRARY BOARD

Wednesday, October 24, 2012

Present: Pat Watson, Chair
Peter Kafka, Vice Chair
Councillor Linda Barnes
Mark Bostwick
Diane Cousar
Dulce Cuenca (arrived at 5:50 pm)

Simon Tang
Susan Koch

Greg Buss, Chief Librarian and Secretary to the Board

Regrets: Sanjiv Khangura

BUSINESS SECTION

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 with the addition of item 16(f)(i) presented on table.

BOSTWICK/TANG.....CARRIED

3. Approval of Minutes

MOVED: That the minutes of the regular meeting of September 19, 2012 be approved as presented.

COUSAR/BOSTWICK.....CARRIED

MOVED: That the minutes of the closed meeting of September 19, 2012 be approved as presented.

KAFKA/BOSTWICK.....CARRIED

4. Business Arising

None

5. Report from Councillor Barnes

The Official Community Plan will come to public hearing the third week of November.

6. Report from Friends of the Library

Debby Newton reported that the last book sale was well attended. The Annual General Meeting is scheduled for Saturday, November 17, 2012 at 1:30.

7. Correspondence

None.

EDUCATION SESSION

8. An outline of educational topics was included for information.

- (a) Melanie Au provided an overview of Children's programming and a summary of program type, purpose, responsible persons and measurements.

Melanie reported that we are thinking critically about how to assess the effectiveness of programming and the proposed measurements. The Board asked if we have outside groups that can advise on programming and services and Melanie responded that we no longer have the Teen Advisory Council, but we have a functioning teen blog which has become a forum for teens. The Board asked if we can link to Parent Advisory Committees using technology and Melanie will explore.

Dulce Cuenca arrived at 5:50 pm.

The Board asked for regular updates and Greg responded that staff reports will be refocused to provide better information and more emphasis on the planning stage. Pat noted that the Board has a blog as well, so information can be distributed there.

The Board thanked Melanie for the report and congratulated her on her assignment as Acting Head of Kids' Place.

STAFF OPERATIONS

9. 3rd Quarter Reports

- (a) The financial report to September 30, 2012 was included for review. The Board discussed including projections but it was decided that this is labour intensive and not necessarily informative. The library works closely with city finance staff to ensure we do not overspend.
- (b) Statistics for 3rd quarters 2009 to 2012 were included for review. The graphs show a continued decline in gate count, circulation, programs offered and program attendance. The only increase is in holds. We are experimenting with new services and programs and encouraging community involvement, as well as looking at moving to more outcome based measurements.

10. Free Magazine Downloads - Zinio

Susan Walters reported that we have about 300 titles available now and will have 900 titles available by January. In response to questions, Susan indicated that branch staff have been trained to support customers; there is no limit to the amount of magazines a customer can borrow, or how many customers can borrow the same magazine at the same time; and the library pays an annual fee for subscription.

11. Upcoming Events

(a) Staff Recognition.

This year's staff recognition event will celebrate 30 staff for anniversaries and long service and 4 retirees in 2012. The event was set for Tuesday, November 6th at 2:00 pm.

Greg noted that an all staff appreciation event will be held in early 2013 to celebrate the many achievements over the last year in delivering our new service model.

(b) "Lest We Forget" events are scheduled over the period November 1 to 10, culminating in the main event on Saturday, November 10th at 11:00 am

(c) Greg will attend the conference of the Library and Information Community of Quebec from October 31 to November 2 and present a session on November 1st. His topic is A New Model of Service: Transforming Richmond Public Library to Meet Today's Challenges. The Board expressed appreciation that Richmond's model is being shared with others and discussed at library conferences.

(d) Canadian Library Month. Susan reported that the post-it note wall has grown and spilled over the corner it started in. The Board requested photos of the post-it notes for their presentation to Council on November 26th.

12. Provincial Nesika Award

(a) A memo describing the Nesika award was included.

(b) Our submission for the Celebration of Chinese Culture in Honour of Dr. Kwok-Chu Lee was included. Greg reported that four winners of the award will be announced at the event on Friday, November 23, 2012. Susan and Diane confirmed they will attend. Other Board are welcome as well.

13. Customer Comment Forms

Pat noted that the customer comment forms were on table for review.

(a) Summary of Comments

The summary of comments is included for information.

INTERLINK**14. InterLINK Report**

- (a) An email dated September 26, 2012 from Mark Bostwick regarding CLA membership was included for information.
- (b) Public Library InterLINK Summit information and agenda were included for information. Mark and Greg will attend.

Mark reported that the main topic at the September meeting was the CLA membership fee change. The next InterLINK meeting is scheduled for November 27th. Peter noted that the BCLTA Board also discussed CLA membership fees and use of taxpayer funds. Linda noted that the BC Parks and Recreation Association dealt with a similar membership fee restructuring a few years ago and may be a source of information.

BRITISH COLUMBIA LIBRARY TRUSTEES ASSOCIATION**15. British Columbia Library Trustees Association Report**

- (a) Peter noted that BCLTA Board are working on a planning and governance survey of libraries in BC. Peter is on the Bylaw review committees and Ken Haycock has been commissioned to update the TOPs training materials by the upcoming conference next May. BCLTA recently completed a Directors compensation survey, which will be used for benchmarking.

BOARD**16. Items for Decision and/or Discussion**

- (a) Strategic Plan Implementation
 - i. A timeline was included for information. The Board concurred with the schedule. Greg noted that the RFP had closed. The Evaluation Team will review the nine responses received and present a short list to the Board for interview. A committee of the whole will meet on Wednesday, November 14th to review a summary matrix of the nine applicants and the shortlisted candidates in detail. Greg asked the Board who were interested in being part of the interview process to keep November 22nd clear. November 21st is a second choice.
 - i. A *Richmond Review* article dated October 5, 2012 describing the \$110,000 allocated for a library review of services and long range plan was included for information.
- (b) 2013 Budget Process
 - i. The 2013 Operating Budget submission was included for discussion. The 2013 budget allowed non-discretionary increases only, in salaries and benefits, equipment maintenance contracts, memberships and monthly vehicle charges. There are no additional level requests.

MOVED that the Library Board receives and accepts the 2013 Operating Budget as provided by the City of Richmond Finance Department.

COUSAR/KAFKA.....CARRIED

- (c) The Community Infrastructure Improvement Fund (CIIF) application was included for discussion.

MOVED that if the library's application to the Community Infrastructure Improvement Fund is successful, \$75,000 be allocated from our operational surplus to fund the Wireless Access Upgrade Project.

The Board discussed the motion and agreed to an amendment.

MOVED that if the library's application to the Community Infrastructure Improvement Fund is successful, up to \$75,000 be allocated from our operational surplus to fund the Wireless Access Upgrade Project.

TANG/BOSTWICK.....CARRIED

- (d) Pat noted that the library is scheduled to present the Annual Report to council on Monday, November 26, 2012 at 7:00 pm. A slide show of the many post-it notes created by customers during Canadian Library Month will be presented.
- (e) Two *Vancouver Sun* articles by David Baines and a public response were presented for discussion. The Board thanked Greg and city staff for their thorough and timely responses to questions presented. The Board discussed the donation process - what we learned and what we could improve going forward. We would like to ensure that the process for accepting future donations, specifically "in kind" donations be mapped out with a series of steps to ensure that all aspects have been given full consideration. It was requested that Greg and his staff review the process and provide the Board with a status report at the November 28, 2012 meeting. The final process will be presented at the January 2013 meeting.
- (f) An invitation to Greg to join the Library Leadership Development Council was included for discussion. The Board agreed to receive the information for information but that a motion is not required to initiate this professional development membership. If membership continues in future years it will be captured in the financial statement. The Board requested that Greg report back relevant highlights to them at future meetings.

17. Items for Information

- (a) Dulce reported on the activity of the Recruitment Committee. One additional late applicant will be contacted by telephone and the final report sent to the City Clerk.
- (b) Several Board and staff attended the day-long conference on the Future of Libraries and Cities held on October 23, 2012.

- (c) Tickets were distributed to the upcoming Richmond Chinese Community Society dinner and dance on October 27, 2012.
- (d) The 2011 Report to the Community was included for information.
- (e) Electronic edition of the *Feliciter* will be posted on the Board Blog when available.
- (f) The calendar and work plan were included.

18. Other Business

None

19. Date of Next Meeting

The next meeting will be **Wednesday, November 28, 2012 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:50 p.m.

CHAIR Paul Watson

CHIEF LIBRARIAN Greg Burns