
WEDNESDAY, JANUARY 25, 2023**5:30PM - 8:30PM**

Meeting held via Zoom video conference

Board Present:Jordan Oye, Chair
Cathy Liu, Vice Chair
Chaslenn Gillanders
Denise Hui
Nabeel Abrahani
Sherine Merhi
Yvonne Yong**Staff Present:**Anne Bechard
Charles Leung
Eva Yu
Iris Lee
Shaneena Rahman**Guests:**

Kate Adams, CUPE 718-05

Friends of the Library:

Betsy Blair, Chair

Susan Walters, Chief Librarian and
Secretary to the Board**Regrets:**Chak Au, Council Liaison
Rachel Ling

1. Call to Order and Welcome

The meeting was called to order at 5:30pm with J. Oye providing the welcome.

The Library Board welcomed Yvonne Yong as a new member of Richmond Public Library Board of Trustee. Board members and staff did a round table introduction.

Regrets received from Councillor Au as he has a Council workshop this evening.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

D. Hui/S. Merhi.....CARRIED

3. Election of 2023 Chair and Vice-Chair

J. Oye turned the meeting over to S. Walters to run the election. C. Liu put forth her name for nomination of Chair. No additional nominations received. C. Liu was elected Chair of the Richmond Public Library Board.

S. Walters turned the meeting over to C. Liu to complete the election. With no nominations forthcoming, D. Hui nominated J. Oye for Vice-Chair. The board discussed the role of Vice-Chair and the succession benefits of having trustees available for two-year terms. S. Merhi put forth her name for nomination of Vice-Chair. J. Oye withdrew his name from the nomination. S. Merhi was elected Vice-Chair of the Richmond Public Library.

The board thanked J. Oye for his leadership as Board Chair.

4. Business Section**(a) Approval of Meeting Minutes**

MOVED: THAT, the minutes of the regular meeting of November 30, 2022 be approved as presented.

N. Abrahani/D. Hui.....CARRIED

(b) Business Arising

None.

(c) Correspondence

- i. December 6, 2022 – Letters of Appointment from Mayor Brodie to Board Appointees
- ii. December 6, 2022 – Letter from InterLINK Executive Director re: InterLINK Provisional Budget 2023
- iii. December 14, 2022 – Letter from Richmond Community Foundation re RPL Permanent Agency Endowment Fund

5. Presentation**(a) LLEAD 2022 Project Summary presented by Ariana Galeano, Coordinator of Innovation and Learning Development**

In response to the library board inquiry about what her most significant insight was during the LLEAD program, A. Galeano indicated that she realized that there was a generic measurement method for all programs which does not capture the metrics needed for data-informed decision making. One of her 2023 priorities will be to focus on data analytics and develop targeted program outcome measurements. The board thanked A. Galeano for her presentation.

A. Galeano left the meeting at 6:00pm.

Community**(a) Councillor's Report**

None.

(b) Friends of the Library (FOL) Report

B. Blair reported that renovations to the new book store should be completed by February 6 and hope that their retail space will be in operation this spring. In January they surveyed their volunteer members and have ample participation to host a spring book sale at Thompson Community Centre.

(c) Summary of Customer Comments

No comments or questions received.

6. Board – Items for Decision and/or Discussion**(a) InterLINK Provisional Budget**

MOVED: THAT, the Richmond Public Library Board receives the Provisional 2023 InterLINK Budget as information.

S. Merhi/D. Hui.....CARRIED

(b) 2022 Preliminary Statement of Operations

No comments or questions received.

(c) Provision Accounts Update

No comments or questions received.

(d) Signing Authority Policy

S. Walters introduced the policy which was reviewed by the library's auditors and City staff, providing context and responding to questions from the board.

MOVED: THAT, the Richmond Public Library Board approves the proposed Signing Authority Policy.

J. Oye/D. Hui.....CARRIED

(e) Board Meetings and 2023 Board Work Plan

S. Walters confirmed that the last Wednesday of every month except August and December is the Library Board of Trustees meeting.

J. Oye noted that in 2022 the library board discussed having a separate meeting to discuss and determine their workplan. J. Oye offered to meet with the new Board Chair and Vice-Chair prior to the February Board of Trustees meeting to provide a transition of knowledge.

The board discussed a return to in-person meetings with an option for those who want to remain virtual as the library boardroom has the technology to host hybrid meetings. The Governance Committee will work on a Hybrid Meeting Policy.

7. Standing Items

(a) Roundtable Discussion

S. Merhi visited multiple libraries in the U.S. and is very proud of our library and the great services provided to our community.

C. Gillanders thanked D. Hui for organizing the library board social event.

(b) Steveston Community Centre and Library

S. Walters indicated that the committee is currently reviewing the 75% completion documents and are compiling FF&E (Furniture, Fixtures & Equipment) lists. A public engagement strategy will be launching shortly.

The board discussed cost sharing among the three stakeholders and ensuring that FF&E allocations are equitable.

(c) InterLINK Report

S. Merhi reminded the board that there will be an increase in InterLINK fees for member libraries.

(d) Finance Committee

Nothing additional to report.

(e) Fund Development Committee

D. Hui shared that this year's campaign nearly tripled the amount raised in 2021 and the committee will share more in February.

(f) Governance Committee

It was noted that the Board Chair assumes the role of Chair with the standing committees (finance, governance and personnel) although they have the option to delegate.

N. Abrahani expressed an interest in joining the Governance Committee. R. Ling had also expressed an interest at a previous meeting. While non-committee members will not have an official role, all trustees are welcome to attend committee meetings.

(g) Strategic Planning Committee

The Request for Proposal will be completed shortly and shared with the Committee for review before being posted on BC Bid.

8. Chief Librarian's Report

S. Walters shared the most recent BCLTA bulletin update regarding the BC Library Partners (ABCPLD, BCLTA, BCLA and BC Co-op) advocacy efforts for end of year surplus funding from the Province. The partners have been working with government relations consultants to support this initiative which includes stabilization funding for libraries as part of our provincial operating grants.

Organizationally S. Walters is currently working on setting direction for RPL and working closely with management to identify 2023 priorities. As an organization we need to get back to our core business, focus back on core goals and ensure that everyone is working towards the same goals.

9. Operations

(a) Collections and Customer Service Delivery

The board provided positive feedback on the Libby app (ebooks) and inquired about the customer purchase suggestion process. S. Rahman outlined the process for print and digital materials, noting that the selections team responds quickly and favours material that has broad appeal for our community of readers over specific, individualized requests.

(b) Community Development and Service Design

No comments or questions received.

(c) Human Resources

The board inquired if the turnover statistics for 2022 were consistent with previous years and if the library conducts exit interviews in light of regrettable resignations versus retirements. I. Lee noted that as part of our recruitment, retention and succession planning work we will now be reporting on these statistics and looking at a number of initiatives to support this work. This report includes auxiliary statistics and on future reports will further break down this number. Across the library sector there has been an increase in turnover statistics and HR is focusing on understanding the contributing factors and implementing core initiatives.

(d) Innovation and Learning Development

No comments or questions received.

(e) Information Technology Operations

The board inquired about the new time-frame for UPS power system replacement. C. Leung explained we were able to extend the current system life cycle with a battery replacement; however, best practice is to implement a proactive evergreening plan.

The board asked if a recent service outage announced on the library website's broadcast banner was attributed to the UPS appliance failure. C. Leung explained the temporary access issue was not related to the library's data centre, but was an issue with BiblioCommons which the vendor was able to quickly resolve. The IT team ensures that any impacts to customer experience are communicated on the library website.

(f) Marketing and Communications

The board inquired about the newsletter and the goal of increasing subscription by another 16% in 2023. A. Bechard indicated that the newsletter is constantly being refreshed and reimagined with new content. Promotion of subscriptions through the website and social media continues to be a priority as the monthly newsletter is one of our best mediums for communicating what the library has to offer to library cardholders.

10. Items Included for Information

(a) Hamilton Pop-Up Library Service Update

The board inquired about what the difference is between Hamilton on postal code versus Hamilton as the "home library". S. Rahman explained that when customers register for a library card they can select which of the four libraries they use most often. As RPL only offers pop-up library services in Hamilton, many resident cardholders will select the library most convenient for them to visit.

(b) Operational Statistics Q4 2022

The board indicated that they appreciate how feedback was taken into consideration for the operational statistics and that the reports shows momentum and trajectory; however, it was suggested that staff think about how the library shows directionality. There are currently a lot of down arrows in the report and staff should be mindful of the story they are trying to tell with the statistics. For example, gate count depends on seasonality so every Q4 could be down from Q3, even though year-to-year it may note an increase.

11. Other Business

None.

Next Meeting

The next Regular Board meeting is scheduled for **Wednesday, February 22, 2023 at 5:30pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 7:02pm.

CHAIR



CHIEF LIBRARIAN

