

WEDNESDAY, JULY 26, 2023**5:30PM - 7:30PM**Via Zoom video conference with In-person Option
Brighthouse Library Board RoomBoard Present:Caty Liu, Chair
Sherine Merhi, Vice Chair (Virtual)
Chak Au, Council Liaison
Chaslynn Gillanders
Jordan Oye (Virtual)
Rachel Ling
Yvonne YongStaff Present:Anne Bechard
Charles Leung
Eva Yu
Iris Lee
Shaneena RahmanGuests:

Helen Varga, CUPE 718-05

Friends of the Library:

Betsy Blair, Chair

Susan Walters, Chief Librarian and
Secretary to the BoardRegrets: Nabeel Abrahani

Denise Hui

1. Call to Order and Welcome

The meeting was called to order at 5:32pm with C. Liu providing the welcome.

2. Approval of Agenda

MOVED: THAT, the agenda be approved as presented.

R. Ling/Y. Yong.....CARRIED

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

MOVED: THAT, the minutes of the regular meeting of June 28, 2023 be approved with the addition of the following items under Other Business: 11.0(b) Board Meeting – September 27, 2023, and 11.0(c) City of Qingdao book donation.

Y. Yong/R. Ling.....CARRIED

(b) Business Arising

None.

(c) Correspondence

- i. June 30, 2023 – Letter from Ministry Affairs, Public Libraries Branch re: Public Library Grants Award Letter 2023-Enhancement Grant 2
No inquires.
- ii. July 24, 2023 – Letter from RPL to Minister Kang, Ministry of Municipal Affairs re: One-Time Public Library Enhancement Grants
No inquiries.

4. Presentation

(a) Cybersecurity Best Practices

The Board expressed their appreciation to C. Leung and K. M. Leung for their presentation on cybersecurity best practices and suggested that the library is in an ideal position to share this knowledge of best practices with our community. Staff will follow up.

In response to questions from the Board, staff indicated that our current level of risk is generally medium to low. We do not currently have an insurance policy, but staff remain vigilant and informed of risks, taking preventative action while balancing risks and costs. Proactive measures include network segmentation of internal and public systems, upgrades to network infrastructure and cybersecurity training for staff. If a need for a cybersecurity audit arose, the library would collaborate with the City of Richmond.

5. Community

(a) Councillor's Report

Councillor Au provided a brief update on the cybersecurity incident impacting email. He also shared that a pilot project will allow the consumption of alcohol in three public parks (Garry Point, Aberdeen Neighbourhood Park and King George Park). At the end of the pilot, staff will solicit feedback and report back to Council.

Council recently approved the City of Richmond Youth Strategy 2022-2032 and encouraged library Board Trustees to read the document. There are some concerning trends and there is a role for library to partner with the City to support youth in our community.

Councillor Au responded to a question from the board, noting that Council unanimously supported a recent re-zoning proposal that will see the development of a 100% rental facility for women and children.

(b) Friends of the Library (FOL) Report

B. Blair shared that the storefront opened on July 8 and that a sidewalk sale raised approximately \$2,000. The Open House was held on July 15 and it was great to welcome staff, trustees, public and even new volunteers. The FOL will be holding another sidewalk sale this coming Saturday.

The bookstore will be open every Saturday from 10am–3pm and once the backorder bookshelves arrive, FOL hopes to also have the bookstore open on Wednesdays.

(c) Summary of Customer Comments

No inquiries.

6. Board – Items for Decision and/or Discussion

(a) 2023 Q2 Financial Update

No inquiries.

(b) 2024 Draft Operating Budget

In response to a Board inquiry it was confirmed that surplus that have been indicated for special projects are dedicated to those projects and that 2024 budget challenges are to highlight items that staff foresee to have a potential future budget impact. There are challenges highlighted every year but what the challenges are will change from year to year.

MOVED: THAT, The Richmond Public Library Board approve the Finance Committee's recommendation to submit the 2024 Draft Operating Budget to the City of Richmond.

C. Gillanders/Y. Yong.....CARRIED

(c) Trustee Recruitment Committee Eligibility

S. Walters indicated the trustees who are eligible to be on the Trustee Recruitment Committee and asked for two to three volunteers. C. Gillanders, S. Merhi and Y. Yong expressed their interest. S. Walters will schedule a meeting in early August.

7. Standing Items

(a) Roundtable Discussion

Board shared appreciation for various programs.

(b) Steveston Community Centre and Library

The Architectural Design Committee (representatives from the Library Board and Steveston Community Association, and project staff) met with the architects to go over final design and colour schematics; some changes have been requested. More construction preparation is expected to activate on site this week.

(c) InterLINK Report

No update.

(d) Finance Committee

See 6.0(a) and (b).

(e) Fund Development Committee

No update, August meeting being scheduled.

(f) Governance Committee

No update, August meeting being scheduled.

(g) Strategic Planning Committee

Moved to Closed Meeting.

8. Chief Librarian's Report

On July 10, 2023 C. Liu and S. Walters presented the Richmond Public Library Board 2022 Annual Report to City Council which was well received.

It was reported that discussions are starting in regards to the service levels and budget allocations for the new Steveston Community Centre and Library. The city and library are approaching this planning work with the goal of ensuring synergies between the two service providers in this co-located facility.

The Richmond Public Library recently received a book donation from King Wan and Jody Doll of the Naval Officers' Association of British Columbia. They are authors and contributors to the book "HMCS Discovery Roll of Honour 1939 – 1945", commissioned for the Canadian Naval Reserve's 100th anniversary in 2023. The book features a few seamen from our Richmond community.

9. Operations**(a) Collections and Customer Service Delivery**

No inquiries.

(b) Community Development and Service Design

The board encouraged staff to explore ways in which the library card registration process can be digitized and simplified so that parents who receive letters from schools promoting the Summer Reading Club can quickly and easily sign up for a card.

In response to a Board inquiry regarding virtual programming, staff indicated that in 2023 the focus is on re-activating spaces to encourage community to return to the library while balancing some of the great virtual programs the library offers. The 2nd floor program room has been equipped with teleconferencing technology which will support hybrid programming that staff are planning.

(c) Innovation and Learning Development

No inquiries.

(d) Information Technology Operations

No inquiries.

(e) Marketing and Public Relations

The Board encouraged staff to explore how social media can be more effectively leveraged to drive traffic to the library's website and programs and services. The Board indicated their appreciation for the metrics shared and how far it has come, however there is still work to be done in this area.

10. Items Included for Information**(a) Operational Statistics Q2 2023**

The Board expressed their appreciation for the statistics shared and asked if staff could explore if there is a way to tie the number of library cards to the number of households in Richmond as many households often share a library card so adding this statistic would help tell a very compelling story.

(b) National Day for Truth and Reconciliation, September 30, 2023

The Board expressed their appreciation that the library will be open on September 30, 2023, the National Day for Truth and Reconciliation, so that community will have access to resources to learn and reflect.

(c) Peer-to-Peer Navigation Program

In response to a Board inquiry about why the Steveston branch is not included in the Peer-to-Peer Program, staff indicated that neighbourhood and community partners identified an increased need at the other branches as the Steveston community is not facing the same challenges at this time.

The Board requested a future learning session about this program and staff indicated that this could be offered to the Board in 2024.

(d) City of Richmond Memo – Richmond Accessibility Plan 2023-2033

No inquiries.

11. Other Business

(a) Board Recruitment for 2024

S. Walters reminded eligible Board trustees that they need to re-apply to return for another term and if anyone thinks they may not be able to continue to reach out to C. Liu. S. Walters will send a reminder to trustees that are eligible to re-apply when the recruitment process opens in late August.

(b) Board Meeting – September 27, 2023 (on table)

On September 27, 2023, Chief Robert Joseph will be presenting a book talk at Richmond Public Library from 7:00 – 8:00pm. This is the same evening as our September Board Meeting and as many Trustees are interested in attending, S. Walters inquired whether the Board would be interested in changing the date of the September meeting. After discussion, it was agreed that the September Board Meeting will be held on Thursday, September 28 at 5:30pm.

(c) Board Policy for Special Gifts

The Sister City Advisory Committee reached out to the library to let us know that the city of Qingdao, China, would like to make a book donation worth approximately \$1,200 that is related to Chinese cultural customs and traditions. Staff indicated that this would be a valuable addition to the library’s collection and noted that on August 10, 2023, a delegation from Qingdao will be visiting Richmond.

There will be additional costs to make the books shelf ready and the Board was asked how they wanted to proceed with this donation. The Board discussed the donation and provided direction to accept the donation and proceed with absorbing the costs of making the books accessible in light of the special circumstances of this donation.

Next Meeting

The next Regular Board meeting is scheduled for **Thursday, September 28, 2023 at 5:30 pm.**

Adjournment

There being no further business, the Chair declared the meeting adjourned at 6:59pm.

Closed meeting to follow.

CHAIR



CHIEF LIBRARIAN

