

**WEDNESDAY, NOVEMBER 29, 2023****5:30PM - 7:30PM**In-person with Zoom Videoconference Option  
Brighthouse Library Board Room**Board Present:**Caty Liu, Chair (virtual)  
Sherine Merhi, Vice Chair  
Chaslenn Gillanders  
Denise Hui  
Jordan Oye  
Nabeel Abrahani (virtual)  
Rachel Ling  
Yvonne Yong  
Michael Wolfe, Alt. Council Liaison (virtual)**Staff Present:**Anne Bechard  
Charles Leung  
Eva Yu  
Iris Lee  
Shaneena Rahman**Guests:**

Helen Varga, CUPE 715-05

**Friends of the Library:**

Bonnie Walker

Susan Walters, Chief Librarian and Secretary  
to the Board**Regrets:**

Chak Au, Council Liaison

**1. Call to Order and Welcome**

The meeting was called to order at 5:33pm with C. Liu providing the welcome.

**2. Approval of Agenda**

MOVED: THAT, the agenda be approved as presented.

Y. Yong/S. Merhi.....CARRIED

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

MOVED: THAT, the minutes of the regular meeting of October 25, 2023 be approved.

D. Hui/Y. Yong.....CARRIED

**(b) Business Arising**

None.

**(c) Correspondence**

None.

**4. Presentation**

None.

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

City Council has approved the Steveston Community Centre and Library Signature Outdoor Artwork Concept Proposal; the Accessibility Plan; and the Richmond Art Facilities Needs Assessment.

The following events are upcoming:

- November 30: Richmond Public Library Dialogue for New-to-BC
- November 30: Tourism Richmond's Epic Awards Celebration
- December 2: Kickoff for City's Winder Wonderland
- December 3: Steveston Community's Christmas Car Cruise and arrival of Santa
- December 6: Commemoration for violence against women and remembering the 14 women murdered at the Montreal Polytechnic.

The Phoenix Net Loft structure at Britannia Shipyard has been approved by Council to be rebuilt as part of the art, culture and heritage improvements for the City of Richmond. Council has also approved regularly occurring City Events for 2024 including the Children's Art Festival and Steveston Salmon Festival.

On December 4, the City of Richmond's 2024 operating and capital budgets, including the library's capital and operating budget, will be presented to the Finance Committee. As part of the five year capital plan program (2024 to 2028) the Library and Cultural Centre system elevator renewal proposal will be considered in 2027 and should the library wish to address this for reconsideration, it should be brought forth to Council. Councillors C. Au and M. Wolfe have been re-appointed as the Council liaison and alternate for the Richmond Public Library Board in 2024.

(b) Friends of the Library (FOL) Report

The FOL AGM was held on Sunday November 25, with D. Newton returning to the position of FOL Chair.

i. Friends of the Library Wishlist

In response to a Board inquiry about the examples in the Board package for the Canadian History Collection that will be purchased from the FOL donation, staff confirmed that Indigenous perspectives of Canadian history will be included when selecting material. Board noted that while we have an Indigenous collection, it is important to see Indigenous books reflected in other collection areas, such as Canadian History.

ii. Friends of the Library Account Status Report

The FOL have allocated \$1000 towards the Cambie branch library, in appreciation of the service and support they receive from library staff.

The FOL store is now also open on Wednesdays and Saturdays. A decision has been made to continue holding the large Thompson Community Centre sale in the spring as it is a popular community event that generates significant revenue. The FOL have rented a storage locker to house books slated for the Thompson sale.

In response to a Board inquiry about FOL advertising, staff confirmed that the library does support promotion of FOL activities through the library website and social media channels and staff will connect with the FOL and the City's marketing team to see if cross promotions are possible.

(c) Summary of Customer Comments

The Board expressed their appreciation for the sensory kits being recognized by the public.

In response to a Board inquiry about teen volunteer opportunities and social connection activities, staff shared information about the Library's Teen Ambassador volunteer program and noted that our teen volunteers represent every high school in Richmond.

Board expressed their appreciation for the work that library staff do and staff confirmed in response to a question, that commendations received from the public are shared with the staff member and their supervisor if they are mentioned by name in the comment and that broader commendations are shared with all staff.

Board expressed their appreciation that Richmond residents are able to often obtain ebooks easily without a long wait and Councillor M. Wolfe inquired about the Kindle’s lack of compatibility with RPL ebooks. Staff confirmed that this is related to the Libby app and that for privacy reasons, Canadian libraries do not support Amazon marketing Amazon’s books to library cardholders via the Libby app on the Kindle. As a result, only Amazon books are compatible for downloading on Kindles in Canada.

**6. Board – Items for Decision and/or Discussion**

**(a) Adjusted 2024 Operating and Capital Budgets for the Richmond Public Library**

MOVED: THAT, the Richmond Public Library Board approves the adjusted 2024 Operating and Capital Budgets and the use of \$66,000 from the Budget Stabilization Fund to reduce the overall impact to the budget ask.

R. Ling/D. Hui.....CARRIED

**(b) Identity Review – Vision, Mission and Values**

It was reported that the Strategic Planning Committee (SPC) had met to review the library vision, mission and values, providing feedback. The consultants provided the SPC with a variety of options to select from with the outcome that there are no recommended changes to the vision and mission, reflecting the importance of consistency. Library values were updated and expanded to better capture the spirit of the library and to ensure our values will endure and hold fast.

MOVED: THAT, the Richmond Public Library Board approve the updated Vision, Mission and Values as presented by the Strategic Planning Committee.

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

Library staff will be meeting with the consultants in December in regards to the public consultation and the SPC’s work will continue through April 2024.

**7. Standing Items**

**(a) Roundtable Discussion**

A board member thanked library staff for the wonderful Islamic Art celebration. It was a great success and a donor of the event expressed their appreciation for seeing their donation in action.

A Board member shared that they had attended the Richmond Accessibility event and looks forward to learning more about how the library will become more accessible to our community.

In response to a Board inquiry about BC Governments Pay Transparency Act, staff confirmed that based on requirements the library is already including pay rates in job postings but has not yet looked at pay transparency reports. Based on the total number of employees, the library is not required to begin providing these reports until sometime in 2025/2026. The intent is to connect with the City, thoroughly considering how best to store this confidential information that is currently not being gathered from staff.

Board Chair C. Liu and trustee Y. Yong attended the Long Service Awards and expressed their appreciation for having the opportunity to connect with staff and recognize these important milestones in a casual and fun environment.

(b) Steveston Community Centre and Library

No update.

(c) InterLINK Report

It was reported that InterLINK had their last meeting of the year. Training was provided from MNP Financial Services about non-profit finances and it was also shared that West Vancouver Memorial Library used enhancement funds for 2-person Zoom cubicles in their library that look interesting.

(d) Finance Committee (FC)

- i. Audit Planning Report for the year ending December 31, 2023 (KPMG)  
The Finance Committee has accepted this report and will review the audit with KPMG in March before presenting the audit to the Board.

(e) Fund Development Committee (FDC)

It was reported that the Chief Librarian email to all library cardholders and FDC letter to existing donors will be sent out shortly. As well, the donors that will be featured in the donor letter have just committed to a three-year donation of \$5,000 per year which is wonderful. The FDC hopes to build more relationships like this.

(f) Governance Committee (GC)

In January the Committee will be looking for new members for the Committee.

(g) Strategic Planning Committee (SPC)

No updates.

(h) Trustee Recruitment Committee (TRC)

It has been shared in the open Council meeting that in 2024 the following will be joining the Richmond Public Library: Richie Po, Jennifer Gervès-Keen, Ashley Sandhu and Angeline Singh. Thank you to the Trustee Recruitment Committee for all the work in the process.

## 8. Chief Librarian's Report

It was reported that there have been a number of staff celebration and recognition events:

- S. Griffin, Senior Supervisor of Circulation and Merchandising, graduated from the library leadership program LLEAD. Unique, practical & research-based, LLEAD's focus is to develop senior managers & leaders for libraries, knowledge & information management. This program started as a BC program and now a national program accepting 24 candidates annually. A. Galeano, K. Adams and C. Ho. Have also completed the program.
- The Long Service awards recognized staff with 5, 15, 20 and 25 years of service.
- RPL's quarterly peer recognition program, the TOFU Awards, allow staff to be nominated for demonstrating our customer service philosophy of the 3Rs (reliable, responsive and relationships) and TOFU (take ownership and follow up). There were two winners this quarter and the last quarter nominations will be reviewed and decided in early 2024.

A change to the library's organizational structure will highlight a collections stream of staff and include opportunities for 3 new positions. Two vacancies have been reviewed and will be posted shortly as well as two temporary 24-month positions to support organizational initiatives that will be funded by the Provincial Enhancement Grant.

The BC Library partners had a positive meeting with Minister Kang and Municipal Affairs, Libraries Branch staff in regards to the ask for increased funding for public libraries. Minister Kang has initiated a follow up meeting. The Board Chair and Chief Librarian have also met with MLAs Wat and Yao, and are working on arranging meetings with MLAs Singh and Greene to continue our advocacy to the Provincial Government.

Strategic planning is continuing with the next step being staff consultation on the mission, vision and revised values and then public consultation will follow in January and February. The public consultation will be shared with our community via the Let's Talk Richmond platform.

Brighthouse renovations continue downstairs and the contractors are aiming to be opening the space by December 22. Upstairs will see the introduction of four 2-person hexagon meeting pods and two glass enclosed meeting pods that will seat 2-4 people. The room booking technology will then be attached to the glass meeting pods for public booking. Staff are also currently exploring laptop loaning options so that library cardholders can use a laptop wherever they find a seat in the library.

In response to a Board inquiry, Chief Librarian S. Walters confirmed that for staff consultation in the strategic planning process, instead of one-on-one meetings, staff will be asked to complete digital workbooks. This will be voluntary and staff will have opportunities during working hours to complete the questionnaire. The results from this process will further inform the public consultation questions.

## 9. Operations

### (a) Collections and Customer Service Delivery

Staff responded to a Board inquiry about Illume library and interlibrary loans (ILL), and staff confirmed that this service allows customers to access a broader range of material with increased access to a number of B.C. university collections.

The Board expressed their appreciation of the library purchase suggestion process and indicated that it has worked well for them, and noted that automatic holds for requested material was very well received. Staff confirmed in response to an inquiry, that staff do review every request for purchase received and that the process is not overly cumbersome. There is a system in place that has staff in various departments support the task. It really is a great service that allows our community to help up us build and grow our collections.

### (b) Community Development and Service Design

No inquiries

### (c) Innovation and Learning Development

No inquiries

### (d) Information Technology Operations

Staff clarified in response to a Board inquiry that the RFID gates were installed in November but there were some defective parts that had to be replaced. The repairs delayed the process, but the RFID gates are now fully functional. The next steps are for staff to test the accuracy and further

communication to staff and the public is imminent. It is the library's commitment to adapt this technology into our regular operations.

- (e) Marketing and Public Relations (shared quarterly)  
None.

**10. Items Included for Information**

- (a) Giant Menorah Lighting – Library & Cultural Centre Plaza, Dec 10, 3:00pm  
No questions.
- (b) RPL Holiday Party – River Rock Casino Resort (Fraser Room) Dec 10, 6:00pm  
No questions.

**11. Other Business**

- (a) Appreciation for outgoing Board Trustees Jordan Oye, Chaslenn Gillanders, Nabeel Abrahani and Rachel Ling

The Board Chair thanked the following departing Board Trustees for their service:

- J. Oye for 8 years of service being the past Chair and Vice-Chair, as well as sitting on every committee except the Fund Development Committee and representing the library on the InterLINK board
- C. Gillanders for 8 years of service, sitting on the Governance and Trustee Recruitment Committees, and bringing that valuable Indigenous perspective to the work of the board
- N. Abrahani for 2 years of service, sitting on the Strategic Planning, Governance and Trustee Recruitment Committees
- R. Ling for 2 years service, sitting on the Governance Committee

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, January 31, 2024 at 5:30 pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:44 pm.

Closed meeting to follow.

CHAIR



CHIEF LIBRARIAN

