

**WEDNESDAY, APRIL 24, 2024**  
**5:30PM - 7:30PM**  
Brighthouse Library Board Room

Board Present:

Caty Liu, Chair  
Denise Hui, Vice Chair  
Chak Au, Council Liaison  
Ashley Sandhu  
Angeline Singh  
Sherine Merhi  
Yvonne Yong

Staff Present:

Anne Bechard  
Charles Leung  
Eva Yu  
Lucy Fox  
Shaneena Rahman

Friends of the Library Present:

Bonnie Walker

Susan Walters, Chief Librarian and  
Secretary to the Board

Regrets:

Jennifer Gervès-Keen

**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.

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

**3. Business Section**

(a) Approval of Meeting Minutes

MOVED: THAT the minutes of the regular meeting of March 27, 2024, be approved as presented.

Y.Yong/A.Singh.....CARRIED

(b) Business Arising

None.

(c) Correspondence

None.

**4. Presentations**

(a) None.

**5. Community**

(a) Councillor's Report

The City's warming centres at Brighthouse and South Arm closed April 15. During operation they had an average 87% occupancy rate. Since closing, all users have been resettled and supported in finding shelter placements. On Monday, City Council approved \$54,000 in additional funding for the Church on Five to support the ongoing food distribution program and hiring a second outreach worker. \$24,000 was approved to support Pathways Clubhouse and \$12,000 to St. Alban's Church.

Cllr. Au recently visited a Prince Edward Island (PEI) library and noted that for a small facility it was well-designed and well-used. The on-site coffee shop's menu included an uncommon Vietnamese coffee, highlighting how multicultural Canadian communities are. D. Hui inquired how many libraries PEI has. S. Walters noted that she would look into this and report back.

(b) Friends of the Library (FOL) Report

B. Walker thanked everyone for supporting the FOL. The bookstore is gaining in popularity; many regulars are coming in. It is open two days a week and with more volunteers, could expand hours. There are upcoming book sales at the Cambie library, FOL store and outside as a sidewalk sale.

FOL has ordered six more bookcases. Donations in memory of FOL member Catherine Ko, who recently passed away, will support a feature book display unit.

Y. Yong noted that many Richmond community members on Facebook are asking where they can donate books. B. Walker shared that donations can be dropped off at the Lynas Lane Book Shed or on Wednesdays and Saturdays, at the FOL store by connecting with one of the FOL volunteers.

(c) Summary of Customer Comments

None.

5. Board – Items for Decision and/or Discussion

(a) Finance Committee Executive Summary

C. Liu shared her appreciation for E. Yu and S. Walters in creating the summary and A. Sandhu for being part of the committee and providing feedback.

i. 2024 Q1 Financial Update

C. Liu noted a format change in the report, which E. Yu explained is a shift towards aligning the quarterly report format with the annual audited financial statements for consistency.

6. Standing Items

(a) Roundtable Discussion

A. Sandhu attended BCLA's IT Pre-Conference this week, noting two major takeaways around cybersecurity best practices: printing out and continually updating response plans and vendor contact information as well as regular back up and testing of servers. S. Walters noted that C. Leung will be presenting RPL's cybersecurity approach at the May meeting. Discussions continued around the security of password-less authentication. Further discussions evolved regarding biometrics and privacy concerns in that space.

A. Sandhu, C. Liu, and D. Hui are all attending the general BCLA Conference this week. They will share summarized learnings at the next Board meeting.

(b) Steveston Community Centre and Library

Construction is underway and a website is being developed to showcase the project to the community. The new facility is expected to be completed in 2026.

(c) InterLINK Report

The InterLINK meeting was postponed to mid-May. A report will be shared at the May Board meeting.

(d) Finance Committee

The Q1 Financial Update has already been discussed. The Statement of Financial Information is available in item 10a in this agenda.

(e) Fund Development Committee

None.

(f) Governance Committee

Y. Yong shared that the committee is drafting a framework for streamlined policies that follow a logical hierarchy, are supported by guidelines, and include a mandatory review period; the current policy template supports this work. Items will be shared at the May Board meeting for review, discussion and decision.

The committee is also revisiting all policies, prioritizing and separating them out of the current policy document (one main document with subheadings and references), making navigating content easier with a new structure and version history. A. Sandhu and C. Liu thanked the committee for their work and thoughtful process.

(g) Strategic Planning Committee

The Strategic Planning Workshop has been rescheduled for May 8, from 1-5pm; currently, all Trustees are planning to attend. C. Liu noted that if attendance plans change, to kindly let herself and S. Walters know. Staff are meeting with Spur Communications tomorrow to see what will be needed for pre-reading and will ensure that the Board has it in advance.

S. Walters and S. Rahman are reviewing the *What We Heard* Report from Spur Communications, which summarizes engagement feedback (survey and focus groups) and emphasizes growing with technology and community needs. This will be discussed at the May 8 workshop.

(f) Trustee Recruitment Committee

None.

**7. Chief Librarian's Report**

RPL hosted the Association of BC Public Library Director's (ABCPLD) Spring Meeting and AGM on April 22. Library Directors from across the province were impressed with the new Brighthouse lobby, as well as the hybrid technology in our meeting rooms.

S. Walters, who has been the Chair for two years and on the executive for six years, has completed her final term and looks forward to continuing to connect with colleagues at ABCPLD's regular monthly meetings. She is proud of her contributions to the BC Library Partners advocacy for increased provincial funding which has resulted in \$56 million of one-time funding since 2020 (\$3M, \$8M and \$45M respectively).

**8. Operations**

(a) Collections and Customer Service Delivery

Board inquired about the wait time for digital materials, and staff explained that there is a high demand for digital content. Since 2010 and the introduction of RPL's standalone digital collection, the budget has progressively shifted to be equally distributed between physical and digital materials. As part of the Province's enhancement grant funding to our sector partners, additional funding from the BC Libraries Coop is being directed towards RPL's digital content. S. Walters noted

that a portion of the collections capital budget surplus was redirected in 2023 to meet the demand for digital materials. Some funds can be reallocated again in 2024; however, the majority of this surplus is reserved for the new Steveston library's collection.

S. Rahman explained the system for purchasing digital content and the price and model variations determined by the publishers: one copy one user, cost per circulation, limited use by number of circulations or time duration; then the necessity to purchase again and other structures for purchasing. S. Walters also shared information about a new pilot project (Edmonton and Vancouver public libraries) to provide access to digital content on a single platform noting that more libraries will have the opportunity to join the Palace Project in the future. S. Merhi recalled a previous InterLINK workshop on digital and physical library books, where they explained that Canadian publishers charge a single price to all libraries. The discussion continued concerning the need for physical library books to foster connection for demographics such as families and seniors. Staff also noted that the library has a feedback mechanism for the public to request purchases.

A. Singh expressed interest in learning more about the digital aspects of the library in future meetings. D. Hui inquired about external services noted in the report, which S. Rahman will take back to her team for further clarification and information.

(b) Community Development and Service Design

None.

(c) Customer Experience and Community Branch Services

None.

(d) Innovation and Learning Development

Trustees briefly discussed the change in language from STEM to STEAM.

(e) Information Technology Operations

None.

(f) Marketing and Communications

None.

**9. Items Included for Information**

(a) 2023 Statement of Financial Information (SOFI)

C. Liu noted that this is a standard annual report to the province. There were no further comments or questions.

(b) Operational Statistics Q1 2024

Discussions arose around the continued use of 2019 as a benchmark. S. Walters explained that it was the last year of undisrupted service but will be phased out as a benchmark going into 2025. S. Merhi noted the important shift in the behaviour of library users and the community since 2019.

(c) Invitation: 2024 Celebration of Library Champions – June 6 (VPL Central)

C. Liu encouraged attendance to hear the inspiring stories of the Library Champions. Staff noted this federally funded program runs two cycles a year at RPL; welcoming newcomers to register as champions, learning about the library and its resources and then sharing that knowledge within their networks. Trustees were asked to confirm attendance with L. Fox or S. Walters if they plan to attend.

(d) ALA Conference June 27 – July 2 (San Diego)

C. Liu shared the process for Trustee attendance, which involves attending the local BCLA/BCLTA conference and then the national Ontario Library Association conference before being eligible to attend the American Library Association or Public Library Association conferences. There is also an international conference, International Federation of Library Associations. Cllr. Au asked who would attend from RPL staff, and S. Walters noted that for 2024, staff would only attend if an eligible Trustee attended.

**10. Other Business**

None.

**Next Meeting**

The next Regular Board meeting is scheduled for **Wednesday, May 29, 2024, at 5:30pm.**

**Adjournment**

There being no further business, the Chair declared the meeting adjourned at 6:36pm.

CHAIR



CHIEF LIBRARIAN

