

**RPL BOARD OF DIRECTORS ANNUAL GENERAL MEETING**  
**January 23, 2024**  
**Central Library Boardroom and Teams Videoconference**

**MINUTES**

**In Attendance:**

M. Gavigan, Chair  
C. Zankl, Vice Chair  
C. Kobayashi  
J. Oni  
P. New  
C. Romanow  
Councillor B. Hawkins  
J. Barber, Secretary

**Also in Attendance:**

Alison Hopkins, Provincial Librarian  
N. MacKenzie, ED, Customer Experience  
C. Smith, ED, Finance & Strategy  
K. Hintz, ED, Branch Libraries  
A. Christensen, ED, Central Library  
C. Hawkesford, Dir., Marketing & Communications  
A. Yau, Mgr., Planning & Research  
H. Sackville, EA (mins)

**Regrets:**

K. Yee  
Mayor S. Masters

**1. CALL TO ORDER**

M. Gavigan called the meeting to order at 4:30pm.

She began by acknowledging the land on which the Board gathers as Treaty 4 Territory, the traditional lands of the Cree, Dakota, Nakota, Lakota, Saulteaux and the homeland of the Métis Nation.

**2. ADOPTION OF THE AGENDA**

B. Hawkins moved that the Board adopt the agenda. CARRIED.

**3. CHAIR'S REMARKS**

The Chair welcomed Board members, administration, and Provincial Librarian Alison Hopkins.

**4. CONFLICT OF INTERESTS DECLARATION**

No conflict of interests were declared.

**5. 2023 YEAR IN REVIEW**

The Chair reflected on highlights for RPL's service to the community in 2023.

Usage of library services and visits to the library continue to increase, as do visits to the two Dunlop Art Gallery locations. Circulation of books other physical materials continues to grow, and use of eBooks and eAudiobooks is growing as well.

RPL held over 5,000 programs and events in 2023, including a presentation by James Turk on censorship and intellectual freedom, an expansion of the Regina Symphony Orchestra's Free Library Concert series, and a Non-Profit Career Fair that was attended by over 250 people.

The library continues to implement innovative technology solutions to create efficient experiences for customers. RPL is now a Radio Frequency Identification library, has an updated website with greater accessibility, and has made services like the Digital Media Studio and digitization stations available in more locations.

Sunrise and George Bothwell branches were updated with new shelving and children's areas, and Regent Place and Glen Elm branches were also refreshed with new paint, signage, and a new mural at Glen Elm. The process of reimagining the Prairie History Room at Central began; a new model for this important service will be developed in 2024.

A new platform for collecting and incorporating innovative ideas from staff was introduced, and it's exciting to see staff engaged in this process.

Central Library continued to be a top priority in 2023. The Catalyst Committee's report recommended Central Library as a top priority project, and the Board was pleased to see that the Committee, and the community, recognized the importance of a new Central Library.

RPL has met increasing safety and security challenges at some branches and at Central Library with a multi-faceted approach, including hiring a new security service that champions customer service, working with Crisis Intervention Workers from Family Service Regina, and hiring a Safe and Welcoming Specialist to provide additional support to staff and customers. These changes have already improved staff's ability to support customers and create a safe and welcoming environment.

In 2023, RPL held a second annual Customer Satisfaction Survey. The results revealed that the vast majority of RPL customers agree that RPL provides an environment that is affordable, easy to access, welcoming, meets their needs, and is customer focused. They also agree that programs, services, and spaces are innovative and inspiring. RPL continues to address lower satisfaction rates among Indigenous customers and customers at Central Library. The Indigenous Services Strategy is one of the ways the Library is working to create a welcoming environment for Indigenous customers.

A staff survey was also conducted in 2023 to gather staff perceptions of working at RPL. Staff indicate positive feelings towards working at RPL, and many feel strongly aligned with RPL's purpose and find their work meaningful.

The Chair thanked RPL staff for all they had accomplished in 2023, and for continuing to go above and beyond in their work for the community.

## 6. ELECTIONS

### a. Chair

M. Gavigan turned the chair over to J. Barber to lead the call for elections. RPL must elect a Chair annually by legislation, and traditionally the Board elects a Vice Chair as well.

Three calls for nominations were made for the office of Chair.

At the first call, C. Kobayashi nominated Marj Gavigan. Marj Gavigan accepted the nomination. There were no further nominations.

Marj Gavigan was acclaimed Chair of the Regina Public Library Board of Directors for 2024.

### b. Vice Chair

Three calls for nominations were made for the office of Vice Chair.

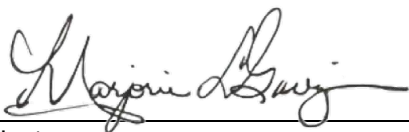

At the first call, C. Kobayashi nominated Carly Romanow. Carly Romanow accepted the nomination. There were no further nominations.

Carly Romanow was acclaimed Vice Chair of the Regina Public Library Board of Directors for 2024.

J. Barber returned the Chair to M. Gavigan.

## 7. ADJOURNMENT

C. Zankl moved to adjourn the meeting at 4:42pm. CARRIED.

  
Chair  
Secretary