

REGULAR MEETING – Oct 17, 2011

A regular meeting of the Perth and District Union Public Library Board was held on Monday, Oct 17, 2011, at 4:30 p.m.

In attendance were:

J. Gemmell, Deputy Mayor, Town of Perth
C Rigby, Tay Valley
B. Sutton, Tay Valley
E. Goldman, Head Librarian
R. Darling, Councillor, Tay Valley
J. Wickware, Drummond/North Elmsley
A. McLean, Drummond/North Elmsley
M. Lamping, Secretary-Treasurer

Absent with permission:

C. Reed, Councillor, Drummond/North Elmsley
N. Gibb-Carsley, Perth
N. Fennell, Town of Perth

J. Gemmell called the meeting to order at 4:35 p.m.

DECLARATION OF INTEREST

None

APPROVAL OF PREVIOUS MINUTES

11-35 Moved by B. Sutton and seconded by C. Rigby that the minutes of the September 19, 2011, meeting be approved as circulated.

Carried.

BUSINESS ARISING FROM THE MINUTES

None

DELEGATIONS

Ontario Early Years Centre, Emily Cassell and Kathy Boelsma.

Emily and Kathy presented to the board a power point and discussion regarding the collection and interpretation of data for communities and how it can be used in the libraries strategic planning. The CEO has a copy of the presentation for any one who is interested in it.

CORRESPONDANCE

1. A newsletter from the Perth Probus with an article about the CEO and a talk she held at their meeting.

LIBRARIAN'S REPORT

Usage statistics:

Metric	September 2011	September 2010	Percent change
Total circulation	10,671	11,750	▼ 9.2 %
- % Perth	42.3%	44.7%	▼ 5.4 %
- % Drummond/NE	23.9%	23.1%	▲ 3.3 %
- % Tay Valley	27.7%	24.7%	▲ 12.1 %
- % other	6.1%	7.5%	▼ 18.7 %
Public computer sessions	954	1,056	▼ 9.7 %
Wireless sessions	300	150	▲ 100 %
Electronic uses	18,627	8,426	▲ 121.1 %
Website visits	6,841	NA	NA
People entering	9,114	7,882	▲ 15.6 %
Questions answered	731	NA	NA
Volunteer hours	32	NA	NA
Programs	4	NA	NA
Program attendees	106	NA	NA

Strategic planning

Most of the month was taken up with strategic planning. The community committee met on Saturday, September 17, for visioning work that began with imagining the ideal Perth area of 2030 and then focused in on how the library could help achieve this vision. The staff and some board members conducted a similar exercise the following Wednesday, and the results will be presented on Tuesday, October 18. I would like to thank the board for approving the closure of the library to allow the entire staff to meet together. They really appreciated the opportunity to work on this as a group.

Building & finance

The application for our regular provincial funding grant has been submitted.

We have applied for a grant from the Ottawa Citizen Literacy Foundation that would go toward the purchase of a SMART board. This would be something we could use in conjunction with our new computer lab setup to provide enhanced training for both computer and basic literacy skills.

We discovered that the delay in fixing our roof last spring (due to working out insurance issues with the town) led to a leak in the furnace room, which caused one furnace not to start when we tried to turn it on for the first time this fall. The Brankin repairman found a shorted out wire in the furnace that could have caused major problems.

We also managed to take down the server and internet connection by plugging in an electric kettle to an outlet in the meeting room and blowing a fuse. We are investigating getting additional outlets put into the room with the server to prevent this problem in the future. However, the continued issues point to the fact that there are maintenance issues that need to be resolved. I am in the process of setting up meetings for quotes for electrical work (including outlets as well as the lights in the lobby) and for work on the lower roof, the top priorities identified by the maintenance audit done over the summer.

At a meeting with the three municipal treasurers on October 13, I discussed the fact that the capital reserve cap in the current union library agreement prevents us from properly planning for building maintenance as well as future replacement. The treasurers were amenable to adjusting or eliminating the cap. This can be done without renegotiating the entire agreement, as the language reads, "The accumulative reserve shall not exceed \$30,000 unless otherwise agreed by parties." Furthermore, the treasurers expressed support for the library asking the municipalities for more aggressive contributions for the building reserve fund.

Programming and services

Our holiday closures this year will be on Sunday, December 25, Monday, December 26, and Sunday, January 1. I would like to propose that we close at 1 p.m. on Saturday, December 24, instead of the regular 3 p.m.

Fall programming began on September 27, a week later than usual due to the library staff retreat the previous week. We are now hosting baby time on Tuesdays, toddler time on Wednesdays, and story time on Thursdays. On Wednesdays and Thursdays, the OEYC playgroup meets upstairs after our programming ends, open both to the kids who attended our programming and others. This setup has been working well so far. A new volunteer, Muriel Hopper, is acting as a greeter so program attendees can use our front doors instead of the staff entrance.

The 7/12 Club for older kids also met for the first time the last week of September. This is an extension of programs we have traditionally offered for that age group only in the summer. It has proven so popular so far that we are asking families to attend only a few

of the fall sessions so others get a chance. We will look at staffing for this and whether it can be expanded for January.

Our program to delivery reading and programming materials to home daycare providers, in partnership with the Rotary Club, started up again in September.

Marketing and technology:

Luis Murray has been researching ways to improve our website as part of his co-op placement. He is interviewing library patrons, staff, and board members – those who do and don't use the site currently – about what features they use and would like to see. He is also going to work on general graphic design projects related to our online and print presence.

We have doubled the speed of our internet access. In the course of investigating a modem failure in September, I discovered that Bell offers more bandwidth on DSL without additional fees, but the upgrade isn't made without a request. We still have times when the use on the system causes things to slow down, but the situation is much improved.

Staff and professional development:

Julie Hansen has been hired as our new page. Julie is a big library user and mother of four kids who is already proving very valuable to the staff. Sharon trained her in the last week of September.

Rachel Warren watched a webinar from *Library Journal* about fall mystery announcements.

11-36 It was moved by B. Sutton and seconded by J. Wickware that the following Christmas hours be for this year.

Dec 24 Closing at 1 PM
Dec 25 Closed
Dec 26 Closed
Jan 01 Closed

Carried

ADVOCACY REPORTS

C. Rigby discussed The Strategic Plan with the Bennett Lake Ladies group

B. Sutton discussed the library with Linda Van Alstine at a Bolingbroke function

PROPERTY COMMITTEE

The CEO is getting estimates on some repairs needed. J. Gemmell is to check with the town in regards to cutting down a tree near town property.

POLICY COMMITTEE

C. Rigby advised that the policy committee had met since the last regular meeting and that the minutes of the meeting will be available for anyone interested.

After a discussion lead by E. Goldman.

11-37 B. Sutton moved that policies E-19, D-1, D-2, D-3, D-4, D-5, D-6, D-7, to follow be passed a presented. J. Wickware seconded the motion.

Carried.

Policy No. E-19

Policy Title: Banning Patrons from Premises

Category: Operational Policies: Public Services

Adopted: October 2011

Last review: October 2011

Policy:

The library posts a Code of Conduct (Policy E-18) outlining expectations for those using the premises. Those who consistently fail to abide by the Code of Conduct may have their privileges and access to the building suspended. Behaviour that violates the Workplace Violence and Harassment Policy (Policy D-7) may also result in a patron being excluded from the premises.

Any library staff member may initiate the process upon witnessing behaviour that violates the Code of Conduct. Those considered to be in violation will first receive a verbal warning. If behaviour does not change, the patron may be asked verbally to leave the premises for the remainder of the day. Warnings should include specific reference to the behaviour that violates policy as well as notice to the patron that continued behaviour may result in a longer ban.

If such behaviour continues upon the patron's next visit to the library or if the patron becomes abusive to staff or refuses to leave the premises, the patron may be subject to a ban notice. If the head librarian is not on site to deliver the notice, it may be offered verbally by the person in charge. This staff member should then document the incident for the head librarian, who will issue a written notice by mail. When the head librarian is not present, the person in charge has the authority to ban a patron for a period of one

month. The head librarian will review the information given to the person being banned and confirm or adjust the banning conditions in the written notice. If the situation is not urgent or staff members feel unsure whether the behaviour merits a ban, they should discuss the case with the head librarian.

If the patron in question is under 14 years old, the library will make every attempt to discuss issues with parents or guardians before resorting to a ban. However, the library reserves the right to contact police if staff members feel their safety or the safety of other patrons is at issue.

A list of those banned will be posted for all staff to review.

Staff members who feel threatened by a patron should not hesitate to call the police for assistance in removing the patron from the premises. If police are involved in a discussion about a ban with the patron in question, this should be reported to the head librarian.

A patron who has been banned from the library and returns to the premises during the time period of that ban may be considered to be trespassing. The library reserves the right to report this trespass to the police.

Patrons may appeal a banning decision in writing to the head librarian within 14 days of the original incident. The head librarian will respond within 7 days. If the patron is not satisfied, the ban may be appealed to the library board, which will similarly respond in writing within 7 days. The board's decision is final.

See also: Form ** Incident report
Form ** Banning notice

Policy No. D-1
Policy Title: Responsibility for Personnel Issues
Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

The library board holds ultimate responsibility for library policies, including personnel policies, and also develops and reviews personnel requirements.

The committee to negotiate the collective agreement with CUPE consists of the board chair, the chairs of the property and policy committees, and the head librarian.

The library board hires the head librarian and delegates authority to the head librarian to make hiring, promotion, disciplinary, and firing decisions with regard to the remainder of the staff, subject to guidelines in the collective agreement. The head librarian will report to the board about personnel decisions. The head librarian directs and monitors the performance of staff members and acts as a liaison between the staff and the board.

See also: Collective Agreement

Policy D-09: Workplace Harassment and Violence Policy

Policy No. D-2

Policy Title: Rights of the Employee

Category: Personnel Policies

Adopted: October 2011

Last review: October 2011

Policy:

Human Rights in the Workplace

The library adheres to the provisions of the *Ontario Human Rights Code, RSO 1990, C. H.19*, in particular:

Section 5(1): Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability.

Section 5(2): Every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status or disability.

Privacy and Retention of Records

Personnel records are confidential in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, C. M.56*. They shall be stored in a secure location with access limited to the head librarian and chair of the library board. Employees have the right to review their personnel files upon request in the presence of the head librarian. Employees have the right to add material to their files with the knowledge of the head librarian. The file is the property of the library, and individual

documents may not be altered or removed. Records shall be retained for seven years and then destroyed.

See also:

Collective Agreement

Policy D-09: Workplace Violence & Harassment

Policy No. D-3

Policy Title: Training

Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

Believing that training and professional development are important to the continued ability of the staff to serve the public and to the library's ability to retain staff, the board will include an amount equal to a minimum of 1 percent of the total salaries and benefits in each year's budget. This amount will be disbursed at the discretion of the head librarian and may cover fees for workshops, conferences, training, or meetings, as well as travel and expenses as outlined in the collective agreement.

The library encourages staff to develop their library skills by taking advantage of many programs in the area and will provide support where possible for continuing education, such as the SOLS EXCEL program. This support may take the form of providing funding and/or time for employees to work on such educational goals. The library also may provide time for employees to participate in online and distance education and will promote participation in free webinars available to staff.

See also:

Collective Agreement

Policy No. D-4

Policy Title: Non-Unionized Staff

Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

Personnel issues related to unionized members of the library staff are guided by the collective agreement.

The head librarian's job description is approved by the board and is reviewed annually and updated as required. A committee consisting of the chair of the library board and chairs of the policy and property committees conducts the head librarian's annual performance review and reviews any disciplinary issues or complaints that involve the head librarian. The head librarian shall be on probation for the first six months of employment. The probationary period may be extended by mutual agreement.

Provisions in the collective agreement with regard to hours, holidays, vacations, and leaves apply equally to non-unionized staff. Any personnel provisions not specifically referred to in this policy or elsewhere in the policy manual but covered in the collective agreement shall be considered to apply equally to non-unionized staff.

This policy does not apply to contract employees.

Policy No. D-5
Policy Title: Nepotism
Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

In hiring, the library adheres to the provisions of the Ontario Human Rights Code.

The library does not allow staff to supervise other staff who are related to them.

See also:

Policy D-2: Rights of the Employee

Policy No. D-6
Policy Title: Years of Service
Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

Retirement Age

The library has no compulsory retirement age.

Recognition of Retirement or Resignation

When an employee resigns or retires, she will be presented with a gift valued at \$10 per year of service to the library.

Recognition of Years of Service

Staff will be recognized for years of service. Gifts will be awarded as follows:

- after 5 years, a gift valued at about \$25
- after 15 years, a gift valued at about \$100
- after 25 years, a gift valued at about \$250
- after 35 years, a gift valued at about \$500

Recognition of Service to the Library Board

Board members will be recognized for their service by the placement of a bookplate in a book in the library selected specifically in their honour and noting name and years of service. Board members will be sent a letter commemorating their service.

Policy No. D-7

Policy Title: Library Staff Code of Ethics

Category: Personnel Policies

Adopted: October 2011
Last review: October 2011

Policy:

The staff of the library have the individual and collective responsibility to:

- support and implement the principles and practices embodied in the Canadian Library Association *Position Statement on Intellectual Freedom*
- resist all efforts to censor library resources
- make every effort to promote and maintain the highest possible range and standards of service to all segments of the community
- facilitate access to any or all sources of information that may be of assistance to library users
- protect the privacy and dignity of library users and staff and treat all with respect
- recognize and respect intellectual property rights
- refrain from advancing private interests within the context of the library
- distinguish between personal convictions and professional duties

See also:

Appendix: Canadian Library Association *Position Statement on Intellectual Freedom* (1985)

UNFINISHED AND NEW BUSINESS

The Strategic Plan

E. Goldman summarized the events that have happened to date and discussed the following five strategic directions that emerged from the community and library work sessions:

- 1) Connect community. We will bring people, information, and services together to support a stronger community.
- 2) Bring the people to the library: We will develop programs and services to make the library the go-to centre of the community.
- 3) Take the library to the people: We will reach beyond our doors to ensure library programs and services are accessible to all.
- 4) Create possibility through technology: We will utilize the latest technology to provide provide opportunity to the community.
- 5) Build resources for a changing role: We will work toward sustainable funding that allows us to build the facility and staff necessary to achieve our vision.

The CEO and Policy members are working on the Service Rewards to include the part-time staff.

Next regular meeting is Nov 21, 2011.

11-38 Motion to adjourn by B. Sutton at 5:50 p.m.

Chairperson

Secretary-Treasurer