

REGULAR MEETING – June 18, 2012

A regular meeting of the Perth and District Union Public Library Board was held on Monday, June 18, 2012, at 4:30 p.m.

In attendance were:

C Rigby, Tay Valley
E. Goldman, Head Librarian
J. Wickware, Drummond/North Elmsley
J. Kalbfleisch, Drummond/North Elmsley
J. Gemmell, Deputy Mayor, Perth
B. Sutton, Tay Valley

Regrets

M. Burnham, Councillor, Tay Valley
N. Gibb-Carsley, Perth
N. Fennell, Perth
C. Reed, Councillor, Drummond/North Elmsley
M. Lamping, Secretary-Treasurer

J. Gemmell called the meeting to order at 4:30 p.m.

DECLARATION OF INTEREST

None

APPROVAL OF PREVIOUS MINUTES

12-21 Moved by C. Rigby and seconded by B. Sutton that the minutes of the May 14, 2012, meeting be approved as circulated.

Carried.

BUSINESS ARISING FROM THE MINUTES

None

DELEGATIONS

None

CORRESPONDANCE

- 1) Letter from Natalie Gibb-Carsley resigning from her position on the library board
- 2) Letter from Lanark Community Programs thanking the library for hosting the Early Childhood Screening Clinic on May 23

LIBRARIAN'S REPORT

Usage statistics:

| Metric | May 2012 | May 2011 | Percent change |
|--------------------------|----------|----------|----------------|
| Total circulation | 10623 | 12012 | ▼ 11.6 % |
| - % Perth | 42.8% | 43.4% | ▼ 1.4% |
| - % Drummond/NE | 22.7% | 25.8% | ▼ 12 % |
| - % Tay Valley | 28.8% | 24.3% | ▲ 18.5 % |
| - % other | 5.7% | 6.4% | ▼ 10.9 % |
| Public computer sessions | 821 | 848 | ▼ 3.2 % |
| Wireless sessions | 350 | 180 | ▲ 94.4 % |
| Electronic uses | 27105 | 21258 | ▲ 27.5 % |
| Website visits | 8355 | 7983 | ▲ 4.7 % |
| People entering | 9899 | 8713 | ▲ 13.6 % |
| Questions answered | 714 | 686 | ▲ 4.1 % |
| Volunteer hours | 60 | 108 | ▼ 44.4 % |
| Programs | 11 | NA | NA |
| Program attendees | 164 | 302 | ▼ 45.7 % |

Building & finance

We were notified by Lanark County that we have been approved for funding for an AED through the Heart & Stroke Foundation as part of the Ontario Defibrillator Access Initiative. We do not have many more details yet but should be hearing about where to purchase the device and get training for the staff.

Drummond/North Elmsley Township has informed me that they hope to move their budget schedule up this year, requiring final information before their December meeting. This should fit within our schedule.

I have been in contact with someone who may be able to do our energy audit and will try to get that scheduled over the summer.

Brian Echlin installed our new "laptop ledge," creating four additional seats for computer users on the wall where one of the magazine racks used to be. This has already proven popular and should help avoid having power cables stretched across the floor. Film Night purchased four bar stools for seating.

The 8th Annual Jim Noble & RBC Dominion Securities Golf Classic on June 8, a fundraiser for the literacy program, brought in \$24,025.80, a record amount. We have received an additional \$10,350 from service clubs and businesses around town, which, along with the two federal grants, means the program has ample funding for this year. Should there be excess income, it can be kept in library reserves or added to the new endowment fund.

Programming and services

We are gearing up for summer programming. There will be 104 children in the one-on-one tutoring program, with 7 tutors. We will also run our slate of afternoon activities open to all children, with programs for younger kids Mondays and Thursdays and for older kids Tuesdays and Wednesdays. A number of special presenters are scheduled. The “Read to Ride” program also continues, with kids earning ballots for each book they read to enter a drawing for a free bicycle. There are two grand prize bikes, one donated by Canadian Tire and one by the Friends of the Library.

We will have summer reading programs for teens and adults this year. The teen theme is “Own the Night,” and special programming will include movie nights. The adult theme is “Between the Covers” and will focus on encouraging people to read books outside their usual choices. We are planning two readers’ advisory events with book recommendations, discussions, and trivia games, along with movie nights. We are looking forward to showing movies with our new movie license and equipment, funded by Film Night donations.

The Early Years Centre playgroup has concluded for the year, and we are in discussions about continuing that partnership next fall. The Baby Talk program from the Health Unit runs all summer. While our regular storytime and babytimes are not in session, we are offering mini-storytimes in conjunction with these other programs. This has allowed us to have baby programming at the library during the summer for the first time.

We hosted the Lanark Community Programs Early Childhood Screening Clinic on May 23. Twelve families attended, receiving screenings for child development, vision, hearing, and more. LCP was very happy with the location and noted that some of the parents had not been in the library before and now felt more welcome here.

We also gave tours to the Food Bank’s after school program, showing the kids how to do research on food issues. We will be giving library cards and tours to the current Skills Link class at YAK this week. Skills Link is a program for at-risk 16-24 year olds that gives them volunteer experience and lessons in life skills. We also attended Welcome to Kindergarten programs at all six elementary schools in our area, reading to kids, giving parents literacy information, and registering 73 new library users.

We are planning an exciting series of acting workshops in the fall in conjunction with Laurel Smith of the Classic Theatre Festival. This will be an intergenerational program bringing teens and adults together to learn acting basics. We have several ideas for expanding this program through 2013.

Marketing and community:

All annual presentations to councils have been completed. Information provided this year included the annual report as well as the strategic plan.

We had several press mentions:

interview with Maureen Pegg on Lake 88 on June 7 about the new literacy endowment fund

article in the Perth Courier on May 24 about the new literacy endowment fund

article in the Perth Courier on June 14 about the Izzy Doll and its connection to Perth. We have the book about this project at the library

A class of grade 8 enrichment students led a youth forum on Saturday, June 2. Although no one from the library was able to attend, Laurie Murray and I met with the students on June 13 to learn more about their ideas for improving the library. Their ideas include expanding hours through the use of teen volunteers and adding a bookmobile. We invited these students to participate in the Teen Advisory Group we hope to launch in the fall.

Staff and professional development:

We have two new regular volunteers. Kathleen Dempsey, who has volunteered in the past, will be helping with various projects such as re-labeling books and preparing crafts. Bob Mikels will be helping get our technology in better shape, setting up the new public computers and helping me with longer term technology planning.

Sue Snyder and Rachel Warren attended a babytime workshop in Arnprior on May 24. Information from this will be integrated into the new babytime efforts for the county starting this fall.

Julie Hansen started her first class in the EXCEL program, Introduction to Public Libraries. The EXCEL program is a series of correspondence courses from SOLS that lead to a certificate in managing a small public library.

Laurie Murray watched a webinar about the Career Cruising database, which we hope to use in teen programming. This database includes career advice, aptitude tests, resume templates, and information about colleges and universities, as well as scholarships.

ADVOCACY REPORTS

C. Rigby attended the Canadian Library Association annual conference and had conversations and collected material useful to the library board and Friends

B. Sutton spoke with a neighbour who is a part-time resident and was unaware of many of the library's services

J. Wickware attended the Jim Noble golf tournament dinner and spoke with people about the library

PROPERTY COMMITTEE

Did not meet

POLICY COMMITTEE

The Policy Committee did not meet in person but made final revisions to a few policies by email.

POLICY REVIEW

The CEO led discussion on the following motions.

12-22 It was moved by B. Sutton and seconded by J. Wickware that the following motion be accepted as presented.

Section 2: Policies

 Subsection E: Operational

 Public services

 E-6: Accessible customer service

Accessible Customer Service Policy

Adopted: 2010

Updated: June 2012

Background: The Perth and District Union Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play, and invest in our community.

Policy:

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs
 - b) encouraging the inclusion and access of support persons accompanying people with disabilities
 - c) waiving fees for support persons assisting clients and, when fees are required, providing advance notification
 - d) permitting service animals to assist clients

2. The library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:
 - a) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
 - b) the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats
 - c) a feedback, response and tasking process that enables increased integration of users and accessibility of goods and services

- d) information on accessible services and programs, as well as customer service provided to people with disabilities
3. The library provides training on how to provide customer service to people with disabilities, to:
- a) those who participate in developing policies and procedures on the provision of service to the public
 - b) every person who deals with the public on behalf of the library
 - c) new workers who deal with the public on behalf of the library

Carried.

12-23 It was moved by C. Rigby and seconded by B. Sutton that the following motion be accepted as presented with minor grammatical fixes.

Section 2: Policies

Subsection D: Personnel

D-8: Workplace violence and harassment

Workplace Violence and Harassment Policy

Adopted: 2010

Updated: June 2012

Introduction

The Perth and District Union Public Library Board believes in the prevention of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of violence committed by or against any member of our workplace or member of the public is unacceptable conduct and will not be tolerated.

Employees of the Perth and District Union Public Library are entitled to work in an environment free from all forms of harassment. The library prohibits personal harassment of or by any of its employees in the workplace, at any work related functions, or in any other work related circumstances.

Scope

This policy applies to all employees, volunteers and board members of the Perth and District Union Public Library.

There will be no tolerance of workplace violence or personal harassment from: general public, individuals conducting business with the Perth and District Union Public Library, employees of businesses or organizations providing services to the library, library board members, council members or other library employees.

Definitions

Complainant: The Complainant is defined as the person who registers a complaint of harassment or violence in the workplace, i.e., the one on the receiving end of the behaviour.

Respondent: The Respondent is defined as the person accused of acting in violation of this policy, to whom the complaint is addressed.

Violent Workplace Behaviours

Workplace violence may be physical or psychological in nature. Examples of violent workplace behaviours may include but are not limited to the following:

- Assault or battery (with or without a weapon) including shoving, hitting, pushing or kicking
- Behaviour intended to intimidate such as vandalism, arson, sabotage, or throwing objects
- Displays of any kind of weapon
- Clear and explicit written or oral communication that indicates that the perpetrator intends harm, e.g., “You’re going to pay for what you did”
- Implied conditional threats (written or oral) involving a condition, e.g., “If you don’t stop bugging me, you will be sorry”
- Veiled threats involving behaviours that suggest that the perpetrator intends harm, e.g., “This hammer could really do some damage”
- Threatening messages transmitted through third parties

Harassing Behaviours

Personal harassment results from a pattern of inappropriate behaviour that a reasonable person would consider to be humiliating. Personal harassment can make a person feel uncomfortable, embarrassed, offended or intimidated. Types of behaviour that may constitute personal harassment include, but are not limited to

- Ongoing condescending comments
- Repeated offensive gestures or comments
- Practical jokes which result in insult or embarrassment
- False accusations
- Abuse of authority which negatively disrupts or prevents the performance of workplace duties
- Intimidation or coercion
- Bullying
- Actions that create a “poisoned environment,” which is hostile, intimidating or offensive

An isolated insult or adverse comment does not constitute personal harassment. Normal exercise of supervisory responsibilities, including appropriate performance management, training, work assignment and discipline, does not constitute personal harassment.

Employer Responsibility

The Perth and District Union Public Library board is responsible for

- a) Providing a workplace free from all forms of violence, threats of violence, intimidation and harassment.
- b) Creating an environment that encourages victims of violence or harassment and witnesses to report all incidents of violence or personal harassment (see Investigation section).
- c) Providing a process to handle and investigate violence and personal harassment complaints, effectively, fairly and expeditiously (see Investigation section).

Management Responsibility

The following are steps which supervisory staff will undertake to prevent violence or personal harassment in the workplace and to address violent behaviour or perceived harassment or complaints by employees that they are being harassed:

- a) The CEO and staff acting in a supervisory capacity must set a good example by never engaging in, tolerating or condoning harassment.
- b) The CEO and staff acting in a supervisory capacity must approach an employee if violence or the threat of violence is suspected because some employees may be embarrassed or reluctant to report a violent incident, or threat of violence. Supervisory staff who do not take corrective action may be subject to disciplinary action.
- c) The CEO may advise those involved of their option to contact the police, or alternatively, may decide the situation warrants calling the police directly.
- b) The CEO must discipline those employees found to have violated the Workplace Violence and Harassment Policy.
- e) The CEO must make all possible efforts to protect employees from harassment.
- f) The CEO must give staff proper training in the provisions of the policy.
- g) In the absence of the CEO, supervisory staff shall ensure implementation of the policy.

Employee Responsibility

Employees share the responsibility to ensure that their work environment is free from violence, threats of violence, intimidation and personal harassment. Employees must not threaten violence or engage in any violent behaviour in the workplace, or any work related functions, or in any other work-related circumstances. This includes but is not limited to

- a) Engaging in or threatening violence and/or using any library resources such as workplace phones, fax machines, mail, or email to perpetrate or threaten violence.
- b) Engaging in violence or threatening violence that has arisen out of a workplace incident or relationship while away from the workplace.
- c) Engaging in any behaviour that is or may be perceived as harassment.

Employees are expected to

- a) Treat all other employees and members of the public with respect and dignity
- b) Report any incidents of violence, threatened violence or personal harassment in the workplace, to the CEO. Employees may also speak to a union representative. If a criminal act, or suspected criminal act, has occurred employees are also to report the incident to the police.
- c) Cooperate fully in any investigation of any complaint.

Complaint Procedure

- a) The Complainant should carefully record details of the incident including the date and time of the incident, the nature of the violence or harassment, and names of people who may have witnessed the incident. See the Incident Report Form at the end of the Policy Manual.
- b) The Complainant may choose to file a formal complaint that documents their concerns to the CEO.

Confidentiality

The Perth and District Union Public Library Board will make every effort to ensure strict confidentiality where an incident of violence or personal harassment has been alleged.

Non-Retaliation

Any form of retaliation against employees exercising their rights under this policy will be considered a serious violation of this policy and will not be tolerated. Such retaliatory actions may be subject to disciplinary action, up to and including dismissal.

Investigation

1. Upon receipt of a formal written complaint of workplace violence or personal harassment the CEO will determine whether an internal inquiry will be pursued, and will

- a) Advise the Respondent in writing of the inquiry and nature and specifics of the complaint;
- b) Advise the Complainant of the inquiry; and
- c) Refer the inquiry to the Policy Committee.

If the CEO is the Respondent, the complaint should be forwarded to the Chair of the Library Board.

2. The Policy Committee will explore all allegations by interviewing the Complainant, the Respondent, and others who may have knowledge of the incident(s) or circumstances that led to the complaint or are responsible for the workplace.
3. The Policy Committee will make a finding of
 - a) Sufficient evidence to support a finding of violation of this policy, or
 - b) Insufficient evidence to support a finding of violation of this policy.
4. The Policy Committee will prepare a written report of the inquiry's finding, and forward that report to the Library Board within fourteen (14) days after the meeting with the Policy Committee.
5. The Library Board, with advice from the CEO, will make a decision whether to dismiss or act upon the report from the Policy Committee within fourteen (14) days of receiving said report and advise the Complainant and Respondent in writing of the outcome.

Corrective Action and Discipline

1. If the Library Board decides to act, the following conditions should be considered when determining corrective action:
 - a) The nature of the incident;
 - b) The impact of the incident on the Complainant;
 - c) The degree of aggressiveness and physical contact;
 - d) The period of time and frequency of the incidents;
 - e) The vulnerability of the Complainant.
2. The following corrective actions may be considered depending on the particular incident and the factors in the previous paragraph:
 - a) Apology;
 - b) Training;
 - c) Referral to an assistance program;
 - d) Reassignment or relocation;
 - e) Report to a professional body;
 - f) Suspension;
 - g) Discharge;
 - h) Legal action;
 - i) Letter of complaint;

j) Request for further action by appropriate authority.

Record Keeping

The documents corresponding to the inquiry will be kept on file in a secured location for two years from the date of the incident to be readily available for inspection by anyone directly affected by the incident or an Occupational Health and Safety Officer.

False Accusations

A person who submits a complaint in good faith, even where the complaint cannot be proven, has not violated the policy. Any employee found to have purposefully lodged or otherwise supported a false accusation will be subject to appropriate disciplinary action up to and including dismissal.

Compliance

Any employee who is found to have violated this policy may be disciplined according to the severity of the actions, up to and including dismissal.

Evaluation

This policy will be reviewed on an annual basis to ensure that it conforms with any changes to the Occupational Health and Safety Act, Code and Regulations and that it continues to address the needs of the library regarding workplace violence.

Carried

There was discussion of Policy E-02: Community Space, specifically whether and in what cases the library should require those using the meeting room to provide proof of liability insurance. The issue will be revisited in the fall.

UNFINISHED AND NEW BUISNESS

E. Goldman reviewed the process the library will need to follow to be re-accredited by the end of 2012.

The accreditation guidelines recommend annual surveys, so E. Goldman presented a draft of survey questions for review.

E. Goldman described summer fundraisers by the Friends of the Library: the “Night on the Town” raffle and library night at the Classic Theatre Festival

Next regular meeting is **September 17, 2012**.

12-24 Motion to adjourn by J. Kalbfleisch at 5:40 p.m.

Chairperson

Secretary-Treasurer