

## **REGULAR MEETING – December 17, 2012**

A regular meeting of the Perth and District Union Public Library Board was held on Monday, December 17, 2012, at 4:30 p.m.

In attendance were:

A. Churchill, Reeve, Drummond/North Elmsley  
N. Fennell, Town of Perth  
J. Gemmell, Deputy Mayor, Town of Perth  
E. Goldman, Chief Librarian  
J. Kalbfleisch, Drummond/North Elmsley  
A. McLean, Town of Perth  
B. Sutton, Tay Valley  
J. Wickware, Drummond/North Elmsley  
M. Lamping, Secretary-Treasurer  
C Rigby, Tay Valley (videoconference)

Regrets

R. Darling, Councillor, Tay Valley

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

### **DECLARATION OF INTEREST**

None

### **APPROVAL OF PREVIOUS MINUTES**

**12-45 Moved by N. Fennell and seconded by J. Kalbfleisch that the minutes of the November 19, 2012, meeting be approved as circulated.**

**Carried.**

### **BUSINESS ARISING FROM THE MINUTES**

None

### **DELEGATIONS**

**None**

### **CORRESPONDANCE**

- 1) A letter from Foodsmith's noting that the library received \$480.20 from the store's Bring Your Own Bag program.
- 2) A letter from the Ontario Public Library Guidelines Monitoring and Accreditation Council that the library is re-accredited for another 5 year period.

## LIBRARIAN'S REPORT

### Usage statistics:

Metric	November 2012	November 2011	Percent change
Total circulation	11,304	10,647	▲ 6.2%
- % Perth	41.9%	41.9%	No change
- % Drummond/NE	26.0%	25.6%	▲ 1.6%
- % Tay Valley	26.9%	26.0%	▼ 3.5%
- % other	5.1%	6.5%	▼ 21.5%
Public computer sessions	803	762	▲ 5.4%
Wireless sessions	450	300	▲ 50%
Electronic uses	43,563	18,037	▲ 141.5%
Website visits	11,859	7,927	▲ 49.6%
People entering	10,681	10,739	▼ 0.5%
Questions answered	762	780	▼ 2.3%
Volunteer hours	94	100	▼ 6%
Programs	21	25	▼ 16%
Program attendees	386	518	▼ 25.5%

### Finance and building

The 2013 budget has been passed by the Drummond/North Elmsley Township council.

The Foodsmiths Bring Your Own Bag program in November resulted in a donation of \$480.20.

The new computer lab setup is nearly complete. After the electrical pole was installed last month, we set up the new tables and have been adding computers as their formatting is completed. Seven are currently in place, and often all seven are being used by patrons. Our volunteer, Bob, identified some very affordable software to prevent patrons from making changes or inadvertently having their information or documents stored on the machines. It has been working well so far.

### Programming and marketing

The first knitting group on November 19 was very successful, with a crowd of 12 knitters. This group will continue to meet the third Monday of each month.

We are planning some programming changes for next year, namely the combination of toddler and storytime into a single program, reflecting the fact that since the implementation of all-day kindergarten, our program for 3-5 year olds has not attracted anyone older than 3. This will allow Rachel to start a new drop-in family storytime on Saturdays once a month, creating a program that working parents can attend with their

children. Laurie is developing a schedule of teen programming every Wednesday so kids can get used the library being a place for them to go on a consistent basis. The programming will include board and video games, book discussions, special presentations, and other activities, partially guided by feedback from the teens themselves. For adults, we are working on getting some computer help and group computer classes set up.

The logo redesign is nearly complete. After receiving feedback from staff and board members, we have selected logo design #3, with the red, orange and green colours. The designer is making a few more refinements, and we should be ready to launch this logo next year. It will be the basis for new library cards as well.

I was asked to be the speaker at the first networking breakfast of executive directors of Lanark County nonprofits and social services agencies on November 27. These events will be held every few months to allow EDs to share tips and information with each other.

### **Staff and professional development**

All staff performance evaluations for 2012 have been completed.

A meeting of the union-management committee was held on November 26. No major issues were raised by the union.

Sharon Echlin has been hired as the new library assistant, replacing Rachel Warren. Sharon will continue Rachel's work in readers' advisory and leading the adult book club and will also take on delivery to seniors and CNIB services from Laurie, bringing together all our adult and senior services. She starts in this position on January 3.

Mitchell Cadden has been hired as the new page to replace Sharon Echlin. Mitchell is a student at PDCI who has been volunteering at the library for a little over a year on projects such as digitizing photos from the Perth Museum and assisting in the inventory of library materials. He starts January 3.

Sue Snyder was unfortunately not selected for the provincial award for which we had nominated her, Advocacy in Action: Excellence in Children and Youth Services. However, I have provided her with the letters of support we had gathered.

The staff and their spouses enjoyed a holiday gathering at the Stone Cellar on Saturday, December 8, where we also celebrated Sue's retirement. Thank you to the board for supporting this event.

After discussion it was decided that the board would send a thank you letter to Susan Snyder for her many years of service

## **ADVOCACY REPORTS**

B. Sutton spoke to a neighbour regarding the e-books from the library.

C. Rigby has responded to several people curious about the yarn bombing at the library.

## **PROPERTY COMMITTEE**

No meeting

## **POLICY COMMITTEE**

C. Rigby discussed the past policy committee and advised the minutes are available for anyone interested.

C. Rigby noted that that for next year the committee is going to meet every 2 months.

**12-46 E. Goldman discussed each of the following policies and plans, which were passed on a motion by A. Churchill and seconded by J. Wickware.**

**Carried.**

## **Section 2: Policies**

### **D: Personnel Policies**

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#### **2.D-9: Staffing levels**

Adopted: December 2012

Last review:

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#### *Background:*

As a public institution, Perth & District Union Public Library has the responsibility to provide quality services as well as ensure the safety and security of its staff, volunteers, and users. This policy outlines the minimum acceptable staffing levels to meet this responsibility.

#### *Policy:*

Perth & District Union Public Library is a single-branch library on two floors located in the downtown area of Perth, Ontario. The library's service population is approximately 19,500 people, and on any given day, between 500 and 1,000 people use the library.

To ensure adequate and safe service, the library will have a minimum of two staff on duty during all regular operating hours. This includes a library technician to oversee the main floor and act as the person in charge as well as a library assistant to staff the second floor. Other staff who may supplement this staffing level include pages, the library specialist for children's and teen services, and the CEO. When programs are being offered, generally at least one additional staff member will be onsite to lead or supervise the program.

For safety, staff closing the building shall assist each other and leave together.

As second-floor staff are most likely to be the only staff on that floor, they have access to a wristband panic button that will alert the alarm company and police if there is an issue. Staff must wear the panic button at all times when they are scheduled for work on the second floor.

Staff may not work alone in the building without permission of the CEO. Staff who are working alone must wear the panic button.

Staff and volunteers who deliver books to individual's homes (services for the homebound and home daycares) should let staff in the building know when they are leaving, where they are going, and how long they expect to be gone. They should check in with staff upon their return.

## **Section 2: Policies**

### **D: Personnel Policies**

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#### **2.D-10: Employee use of technology**

Adopted: December 2012

Last review:

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*Background:*

Perth & District Union Public Library recognizes the importance of technologies and networking as opportunities for promotion and connections. The library supports the use of computers, the internet and social media by employees in their work while recognizing the need to protect its network, systems and resources. The purpose of this policy is to provide guidelines for the acceptable staff use of computers, online systems and social media.

*Policy:*

Employee behaviour on online systems must be consistent with the core values of the Perth & District Union Public Library including: accountability, respect, embracing a diversity of opinion and protecting the dignity of individuals.

### Personal Use

- While working in the library employees must refrain from online activities that do not bring value to the library.
- Employees may make reasonable personal use of library computer equipment, access to the internet and email on their own time, provided it does not adversely affect their work or the work of others and has minimal effect on the library's resources.
- Computer resources cannot be used for private financial gain or commercial purposes.
- Making copies of software that is under the library's licence is prohibited.
- Employees must always be mindful of their roles as private citizens versus their roles as employees of the library.
- When engaging in social media or online forums outside of work, employees should make it clear that the views they express about the library or related issues are their own and do not necessarily reflect the library's view.
- Personal use of social media should be respectful of the library, colleagues and library users.
- Downloading software or attachments onto a work computer increases the risk of a virus throughout the network. Employees should consult with the CEO before downloading software.

### Business Use

- Employees are encouraged to avail themselves of the internet, including the use of social media tools for the benefit the library. This may include general research on work-related issues, following social media as part of ongoing professional development, employee or customer training, and participating in online forums.
- Employees shall only use their library email accounts for professional purposes.
- Employees shall identify themselves on all correspondence sent on behalf of the library.
- When posting to any social media site as an employee, communications must be professional and posted information must be accurate.
- Employees must observe the library's standard of confidentiality when communicating electronically. See Policy G-9 *Privacy and Confidentiality of Information* for definitions.
- All employees have an obligation to protect systems and data. Passwords and access codes must not be disclosed to unauthorized co-workers or the public.
- All employees are responsible for reporting inappropriate use, behaviour, and communication to the CEO.

## **Section 2: Policies**

### **F: Operational Policies: Collections**

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#### **2.F-2: Interlibrary loan service**

Adopted: December 2012

Last review:

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##### *Background:*

The *Public Libraries Act, R.S.O. 1990, c.P.44*, grants residents of Ontario free access to books and other library materials. Because the Perth & District Union Public Library may not always have the items required by its users in its own collection, the library participates in interlibrary loan services. This policy governs how the library will lend to and borrow from other libraries.

##### *Policy:*

As a member library of the Southern Ontario Library Service, Perth & District Union Public Library participates in the INFO Union Catalogue, bringing together the collections of all public libraries in Ontario. This system governs the requesting, receiving, and management of most interlibrary loan materials. The library accepts interlibrary loan requests from all patrons who have current, active library cards (i.e., information updated within the past year, fines below \$20). Patrons may submit requests via a form available at the circulation desk or via the library's online contact form. Frequent users of the system may choose to register individually with the SOLS system so they can place their own requests.

The library does not charge its users for this service. However, fines related to late returns, lost books, or shipping charges that are assessed by the lending library may be passed on to borrowers. The library does not charge other libraries for the loan of its material but will assess fines for lost or damaged material.

Items not available at public libraries in Ontario may be requested through the Library and Archives of Canada's interlibrary loan coordination service. The library will make reasonable efforts to obtain items for patrons but cannot guarantee its ability to get an item.

The library makes all of its material accessible to the interlibrary loan system with the following exceptions:

- 1) Items of any material type published in the current calendar year
- 2) Audiovisual materials: DVD, books on CD, music CDs
- 3) Magazines
- 4) Reference material

## **Accessibility Plan 2013-15**

### **Background:**

Perth & District Union Public Library is committed to making its space and services accessible by all. In accordance with the *Accessibility for Ontarians with Disabilities Act, S.O. 2005, Chapter 11*, the library maintains a policy on accessible customer service. This plan accompanies that policy and establishes goals for the library's continued improvement in becoming fully accessible. In a review several years ago, Education for Quality Accessibility gave the library its highest rating.

### **Inventory:**

#### Physical accessibility

- The library is on two floors. There is a functioning elevator that has monthly maintenance to ensure regular service. The elevator is inspected annually.
- Aisles between library shelves are between 36 and 42 inches to allow for wheelchair passage
- Two wheelchair accessible washrooms are located on the second floor of the library
- A wheelchair is available for use by patrons in the library

#### Service accessibility

- All staff have received training in accessible customer service
- Alternative formats are offered: large type books, audiobooks, downloadable print and audiobooks, access to the CNIB audiobook collection
- Through CNIB, the library has a DAISY reader to lend to patrons
- Patrons who cannot physically get to the library have access to a delivery service. In addition, many services are available by telephone or online
- Print magnifying devices (magnifying glasses and a reader) are available
- Brochures are available explaining the library's services for those with disabilities

#### Technology accessibility

- The library website has been designed to comply with web accessibility standards
- Most computer workstations have height adjustment. In addition, there is an accessible computer station that allows patrons to work from a sitting or standing position. This computer also has a touch screen, a magnified screen, and a high-contrast, large-type keyboard

### **Goals:**

- Ensure changes to physical layout have not affected accessibility. Collections and some shelving have been moved in the last few years. An assessment should be

done to note whether this has had any consequences for the library's overall accessibility. One known issue is the used book shelf, which narrows an aisle between shelves to only 33 inches. Invite EQA to do an assessment and make recommendations

Timeline: Assessment in early 2013

- Improve features of accessible computer station. This computer is only accessible in the most basic sense. Software such as Kurzweil, JAWS, etc. for both visual and learning disabilities should be explored. Grant funding will be required for purchase of such software. Local groups that support the disabled should be consulted to determine the best technology for the local population.

Timeline: Research software and grants in 2013 for purchase in 2014

- Make library information and policies available in alternative formats. AODA requires information about library services to be available in more than print formats. Using technological options, the library should easily be able to create audio versions of some of its information. Other versions may be created upon further research about local needs. The library's iPads could be used for this project.

Timeline: Determine what material should be reformatted and complete appropriate reformatting in 2014

- Update staff training. Staff received accessibility training in 2010. As the AODA standards are changing, training should be updated. Research will determine whether annual training is required/desired. Training that is offered to staff will be made available to the board when possible.

Timeline: Explore training options and update training in fall 2013

- Improve accessibility of library website. The library website meets minimum expectations for accessibility but could be made more friendly to all users. In the process of redesigns and updates, accessibility should always be considered. The library board should determine what standard for web accessibility it believes the library should follow.

Timeline: Research standards and make incremental updates in 2014-15. The library website is scheduled for a complete redesign in 2016 (see technology plan).

### **Evaluation:**

This plan will be reviewed on an annual basis by the library board.

## **Technology Plan 2013-15** Adopted December 2012

### **Background**

Perth & District Union Public Library serves a population of 19,500 people in the Town of Perth, Drummond/North Elmsley Township, and Tay Valley Township. About 6,000 people live in the town, with the remainder in very rural areas. Overall levels of

education and income are lower than provincial averages, and despite broadband initiatives, many residents have no internet access at home or have only limited or inconsistent access. The public library remains an important venue for access to technology. This plan sets out the library's existing set of technological resources and offerings as well as goals for further development in this area.

Perth Union Library was one of the earliest small libraries in Ontario to automate its holdings (that is, to enter its records into a computer database). Its catalogue has been accessible online since 2009 using the Insignia integrated library system. The first computers for public use arrived in 1998 as part of the Industry Canada Community Access Program, which continued to be the almost-exclusive source of funding for public computing until its cancellation in 2012. The library is part of the Southern Ontario Library Service, through which it has received access to a provincial suite of online resources.

Through the technological changes of the past 20 years, the library has relied on the expertise of staff, volunteers, and the local computer store for help. The library is funded by the three local municipalities but is not part of any one and so does not have IT support. As computing requirements become more complex, the library must plan more carefully for its IT needs or risk falling behind and losing the public's support and interest. This plan for 2013-15 is the library's first formal technology plan.

### **Current state**

The library's technology has developed in a haphazard manner over the years. Starting in 2012, the library embarked on a project to standardize operating systems and software as a first step toward a more cohesive technology operation.

The library's technology and technology needs can be divided into several areas:

- public computers
- staff computers
- network/servers/ILS
- website/social media/online resources
- administrative: staffing, training, statistics, collaboration

### **Public computers**

The library currently has 14 computers for use by the public. All computers run DriveVaccine to ensure patron privacy and security.

See appendix 1 for the current inventory of machines computers and printers.

### **Other technology**

ILS

Insignia: purchased 2009

server running Windows Server 2008

#### Photocopier

Sharp Model AR20 purchased 2007  
Service contract with Pitney Bowes

#### Connectivity

Phone: Three lines (267-1224; 267-6824; 267-7899); long-distance package and voicemail

Price: \$170/month; three year contract with Bell expires 2014

Fax: 267-7899 is used as incoming/outgoing fax and outgoing phone line

Internet: DSL through phone line with reseller Vianet; no contract or bandwidth cap

Speed: 6 mbps (upgraded from 3 mbps in 2011)

Modem: new from Vianet in 2011

Price: \$99/month; currently reimbursed by province via SOLS

Wireless router: Dlink, purchased circa 2003. The library provides unsecured wireless internet access 24/7 inside and outside the building. The increasing popularity of this service has put some strain on the system in recent years, especially in the summer

Router: Linksys, purchased 2006

UPS backups:

1 for server, replaced 2011

1 for circulation computer, replaced 2012

#### Other devices

E-readers

Kobo Touch purchased 2011

Sony Wifi purchased 2011

iPads

2 iPad 4, purchased 2012

#### Online resources

Website

[www.perthunionlibrary.ca](http://www.perthunionlibrary.ca)

Redesigned 2010

Migration to Wordpress in progress 2012-13

Social Media

[www.facebook.com/perthlibrary](http://www.facebook.com/perthlibrary) and [www.facebook.com/perthteens](http://www.facebook.com/perthteens)

created 2011

[www.twitter.com/perthlibrary](http://www.twitter.com/perthlibrary) created 2011

[www.pinterest.com/perthlibrary](http://www.pinterest.com/perthlibrary) created 2012

Online resources

Tier 1 suite from SOLS

Contracts negotiated through 2015

Costs covered by province

Mango Languages

Started 2012  
Annual costs \$1200  
World Book Encyclopedia  
Started 2008  
Annual costs \$600  
Overdrive  
Started 2011 with provincial funding  
Paid locally since 2012  
Annual costs \$3500

### Administrative

**Staffing:** The library has no dedicated IT staff. Prior to 2011, all IT services were contracted out at an hourly rate to Perth PC. In 2011, CEO Elizabeth Goldman began the work of standardizing computers, upgrading aging equipment, and troubleshooting. Since June 2012, Bob Mikels has been providing approximately 6 hours of IT support per week as a volunteer. The library's technology is very poorly documented, and thus many projects take longer than they should. The services of Perth PC are still occasionally required. Over the long-term, the library must budget for IT as a staff position.

**Training:** With the exception of the CEO, library staff have no background in technology and find it difficult to keep up with changing demands. As part of its 2012-16 strategic plan, a staff subcommittee is developing a peer-training solution to improve staff competencies. Library staff regularly attend webinars related to online resources and all staff have been trained in use of the e-readers on site.

**Statistics:** Statistics are kept in the following areas:

- Public computer use. Based on paper sign in sheet. There is no print/time management software
- Wireless internet use. The library currently does not have the capability to track wireless use. Usage statistics are based on estimates and extrapolations from periodic counts
- ILS. The library system provides access to statistics on circulation, patron base, etc.
- Website visits: The library's domain hosting service provides access to standard statistics, including visits, page views, time spent on site, etc.
- Online resources: Vendors provide access to statistics on usage and searches

**Collaboration:** The library is highly dependent on resource sharing to meet the community's technology needs. Primary among these is the provincial suite of online resources, which would be far beyond the library's capacity to pay for independently.

The library is part of discussions with a group of eastern Ontario libraries about the potential for a shared open-source ILS system for the region.

The library provides advice and occasional support for smaller libraries in the area that have even fewer resources.

### Goals

Projects completed in 2012

- Upgrade of operating systems and standardization of software on public computers

- Setup of new computer lab (eight computers in a pod on main floor; arranged so group classes can be taught; funded by 2011 library capacity building grant from Government of Ontario)
- Develop staff training plan as recommended by strategic planning subcommittee

2013:

- Upgrade operating system on staff computers
- Complete website transition to Wordpress; train staff; and implement new content management plan
- Utilize existing features in Insignia to implement email notification for patron holds and overdue items
- Develop plan and begin to offer public training using new computer lab. Recruit volunteers (teen and adult) to offer training
- Roll out staff peer-training program with three sessions annually on topics to be prioritized by staff

2014:

- As merited, add workstations in teen and children's sections and/or laptops for in-building use by public
- Identify and install additional software for accessible computer (screen reading, etc.)
- Increase speed and bandwidth of network connection

2015:

- Complete expansion of technology budget to meet needs in a post-CAP world
- Add 10 hour/week staff position for IT support
- Plan for implementation of new ILS in 2016
- Plan for complete redesign of library website in 2016

In addition, the following are priorities for replacement of existing computers and devices:

Completed in 2012:

- Children's librarian
- Interlibrary loan
- Upstairs research

2013:

- Main circulation
- Upstairs staff
- Downstairs OPACs (2)
- Downstairs research

2014:

- CEO
- Staff laptops (2)
- Early literacy station
- oldest public computer (purchased 2009)

2015:

- oldest public computers (purchased 2010)

- cataloguing
- accessible workstation

## **Budget**

The current library budget for technology is scattered among several areas:

- \$3200 in technology budget line
  - \$3240 for phone and DSL in utilities budget line (\$1200 reimbursed by SOLS)
  - \$2100 in online resources budget line
  - \$3500 for Overdrive in books budget
  - \$1200 Insignia annual maintenance fees in maintenance budget line
- Total: \$13,040

Budgetary goals:

- Over the next three years, add \$1000/year to the technology budget line to cover annual replacement needs for library equipment.
  - Estimated 5 computers/year to be replaced at \$750/computer = \$3,750 with additional computers expected to be added to the system
- Plan for \$15,000 replacement/migration costs for new ILS around 2016. Could come from capital reserves
- Plan for \$6,000 cost for website redesign around 2016. Possible Friends and/or capital reserve funding
- Plan for 8 additional machines: 4 public laptops; two teen computers; two children's computers. Estimated \$750 each for total cost of \$6000. Seek grant funding for these.
- Work toward building an additional \$15,000 into the salary budget line to fund a 10 hour/week IT staff member at estimated \$30/hour for wages and benefits
- Plan for replacement of server in 2016 at estimated \$3,000

Total annual budget by 2016:

- \$5,000 annual equipment replacement
  - \$3500 phone and DSL (or other internet access)
  - \$5,500 for online resources (including e-books)
  - \$1,200 ILS annual maintenance
  - \$15,000 IT staff wages and benefits
- Total: \$30,200

Required increase: 132% over the next three years

## **Evaluation**

This plan will be reviewed annually by the CEO and IT support, then presented to the Policy Committee and library board for further comment.

**UNFINISHED AND NEW BUISNESS**

After discussion lead by E. Goldman

**12-47 Moved by A.McLean and seconded by B.Sutton that the board transfer \$15,000.00 from the literacy reserve to the endowment fund.  
Carried.**

It was agreed that at this point there is no need for a public meeting regarding the budget.

The **February** meeting is to be held on **February 11, 2013**.

The CEO's performance evaluation took place on Tuesday, November 20, 2012.

After discussion regarding the CEO's performance evaluation:

**12-48 Moved by A. Churchill and seconded J. Kalbfleisch that the board conduct a full review of the CEO's job description.  
Carried.**

Next regular meeting is **January 21, 2013**.

**12-49 Motion to adjourn N. Fennell at 5:50 p.m.**

\_\_\_\_\_  
Chairperson

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Secretary-Treasurer