REGULAR MEETING – April 15, 2013

A regular meeting of the Perth and District Union Public Library Board was held on Monday, April 15, 2013 at 4:30 p.m.

In attendance were:
P. Wagland, Councillor, Drummond/North Elmsley
N. Fennell, Town of Perth
J. Gemmell, Deputy Mayor, Town of Perth
E. Goldman, Chief Librarian
A. McLean, Town of Perth
J. Kalbfleisch, Drummond/North Elmsley
R. Darling, Councillor, Tay Valley
J. Wickware, Drummond/North Elmsley
M. Lamping, Secretary-Treasurer

Regrets
C Rigby, Tay Valley
B. Sutton, Tay Valley

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

DECLARATION OF INTEREST

None

APPROVAL OF PREVIOUS MINUTES

13-09 Moved by R. Darling and seconded by P. Wagland that the minutes of the March 18, 2013, meeting be approved as circulated.

Carried.

BUSINESS ARISING FROM THE MINUTES
None

DELEGATIONS Laurie Murray from the library

Laurie discussed what was happening in the library in regards to the teen programming and brought the board up to date on plans for the balance of the year..

CORRESPONDANCE

1) A letter from Mike Brown of the Perth & District Indoor Pool thanking Rachel for her help during the pools March Break Camp

LIBRARIAN'S REPORT

Usage statistics:

Metric	March 2013	March 2012	Percent change
Total circulation	11,846	11,527	▲ 2.8%
- % Perth	42.1%	45.9%	▼ 8.3%
- % Drummond/NE	23.7%	22.5%	▲ 5.3%
- % Tay Valley	27.3%	26.9%	▲ 1.5%
- % other	6.9%	4.7%	▲ 46.8%
Public computer sessions	744	866	▼ 14.1%
Wireless sessions	450	350	▲ 28.6%
Electronic uses	29,589	23,700	▲ 24.8%
E-book downloads	NA	422	NA
Website visits	9,429	8,201	▲ 14.9%
People entering	10,662	10,740	▼ 0.7%
Questions answered	842	737	▲ 14.2%
Volunteer hours	87	46	▲ 89.1%
Programs	33	9	▲ 267%
Program attendees	500	175	▲ 185.7%

Finance

We have still not received our 2012 provincial operating grant. I have sent an inquiry to the ministry. Payments to neighbouring libraries are being held until the grant is received.

Copies of the audit have been received and are in the process of being distributed to municipalities.

Peter Hall, a long-time patron and retired lawyer, has agreed to be the new president of the Friends of the Library. The Friends are meeting April 16 and will have a meet-and-greet for new members in late May. Board members are welcome to attend.

Programming and services

We have started lending e-readers, each one with a set of six books of a different genre (mysteries, bestsellers, nonfiction, etc) on it. Our seed lending library will launch Monday, April 22. Thousands of seeds have already been donated, and Heidi Taber and I were interviewed for CBC Radio about the project.

Julie Hansen met with a representative from Community Home Support Lanark County about working together to get our book delivery service expanded to more people who are homebound. CHSLC runs a "friendly visiting" service, along with programs like Meals on Wheels. We will jointly advertise for volunteers, who may simply deliver books or may also read with or to patrons or discuss books with them.

Children's report from Rachel: This month we had a visit from Chance the Dog (Paws for a Story) – we had 4 children who read to him. They were also scheduled for March Break, but unable to attend due to transportation problems. Baby Time and Story Time sessions started again for March and April, and our Baby Time Project wrapped up at the end of March with planning done to sustain the program here and in the other Lanark County libraries. Our March Break sessions included an Aboriginal Musical Storytelling session, the movie Frankenweenie, the magician Chris Pilsworth's "Born to Amaze" show, a Dinosaur and Dragon program where kids got to make their own dinosaur or dragon out of clay, and the new monthly Family Story Time. All programs were well attended. I attended a Social Media workshop on Twitter and Facebook with the plan being eventually for the Children's Librarian to post children's events on our Facebook page. Our monthly 712 Club and Montessori classes continue, and planning has begun in earnest for Welcome to Kindergarten sessions at our local schools (where we read a story and sign up children for library cards) and for the Summer Literacy and Reading Club programs. We also have booked local musician Dave Balfour for our children's Maplefest event. It's titled "Maple Syrup, Nacho Chips and African Elephants" – an interactive family show.

Staff and professional development

Rachel, Laurie, and Julie attended social media training on March 27, gaining some new Facebook and Twitter skills to apply to library marketing.

Peter Wagland, Al McLean and I participated in an Education Institute webinar about the Public Libraries Act on April 4. The full board has access to the session recording.

I attended a focus group on April 9 about a new SOLS training portal that is in the early stages of development. The portal would bring together information about online and offline training opportunities, allow people to track their training, and provide additional resources. The training portal was one of the recommendations from studies SOLS did in 2009 about the future needs of libraries in Ontario.

I was invited to present a session on "E-Devices in the Library" at OLS-North's first First Nation Technology Summit in Sudbury on March 19. This was a good opportunity to interact with a different set of libraries and learn about what they are doing.

We received about 15 applications for summer positions. Rachel and I conducted interviews the week of April 8. We will have seven tutors again this summer and spots for 114 children to participate in the literacy program.

ADVOCACY REPORTS

PROPERTY COMMITTEE

J. Gemmell is to look into getting a fireproof box made for the book return.

E. Goldman advised the board that we shall have to have a safety railing put on the top of the elevator to protect any workers doing repairs. She is looking into pricing.

POLICY COMMITTEE

J. Gemmell advised the board of a notice of motion for the next meeting.

In accordance with the Perth & District Union Public Library's procedures for amending by-laws (1.A-1, s. 16), notice is hereby given of the following motion:

Whereas the Policy Committee has been reviewing the whole of the Governing Documents of the Perth and District Union Library Board, including the by-laws, and has noted an error in the wording of Bylaw 1.A-1, Procedural By-law, section 15, Committees, which refers to "By-law 2" instead of the correct reference, "Board Constitution,"

Moved that By-law 1.A-1. Section 15, be amended as follows:
- The phrase "By-law 2" be struck out.
- The phrase "the Board Constitution" be substituted.

13-10 The following 5 policies were moved by J. Wickware and seconded by N. Fennell. They were carried.

Section 2: Policies
H: Foundation

2.H-2: Volunteer Code of Conduct

Adopted: April 2013

Last Review:

Background:

Perth & District Union Public Library has a corps of volunteers who provide service to the library in accordance with the Use of Volunteers Policy (H-1). This policy outlines the standards of conduct to which volunteers are expected to adhere.

Policy:

The role of the volunteer at Perth & District Union Public Library is to support the library's overall mission, vision, and values through contributions of time and skills. Volunteers are expected to

- Be on time for their scheduled shifts and notify staff if they are unable to fulfill their duties
- Wear identification as a library volunteer while conducting library business
- Treat library patrons with respect in accordance to all library values and policy statements
- Behave professionally when interacting with staff or patrons or when working independently
- Not work beyond the task to which they have been assigned. Volunteers should refer patrons to paid staff if asked a question beyond the scope of their duties
- Follow established guidelines regarding application forms, background checks, recording of hours, and checking in with staff if visiting individual homes on library business
- Refrain from expressing personal or political viewpoints while conducting library business
- Refrain from using their connection to the library for personal gain or to promote a certain viewpoint. Volunteers shall not accept gifts from patrons
- Maintain confidentiality if in contact with information protected under the library's policy (G-9: Privacy and Confidentiality of Information)
- Adhere to all library policies and procedures

Section 2: Policies
G: Operational Policies: Public services

2.G-3: Electronic Device Lending

Background:

The Perth & District Union Public Library lends electronic devices such as e-readers and laptop computers to library card holders as a way to extend access to technology and the internet.

Policy:

Laptops/tablets

Laptops and tablets may be borrowed for in library use by library card holders in good standing (no fines or suspensions) age 18 and older. To borrow a laptop or tablet, users must provide current photo identification, which will be held by library staff until the return of the computer.

Laptops and tablets may only be used inside the library building and must be returned 15 minutes before the library closes for the day. Laptops and tablets must be returned in person to a staff member. Users who do not return laptops at the time due may be charged late fees.

Use of library laptops and tablets is subject to restrictions and regulations outlined in the library's Access to the Internet Policy (G-2). By borrowing a laptop or tablet and accessing the library's network, users agree to the terms outlined in both policies.

The library does not assume responsibility for lost or corrupted files. Users may not save files on the laptops or tablets but may use a USB drive or online storage. No information is retained on the device after it has been returned.

The borrower is liable in the event that the laptop or tablet is damaged, destroyed, or lost during the checkout period. Users should report damages at the time of return.

E-readers

The library has a set of pre-loaded e-readers that patrons may borrow in order to read e-books if they do not have their own device.

E-readers may be borrowed for a period of three weeks with no renewals. Reservations may be placed on e-readers, as with any other library material.

Before checkout, patrons must show both their library card and photo ID. If children under age 14 do not have photo ID, they may check it out when accompanied by a parent with such ID.

E-readers will be circulated in a case with the device and a power cable. Borrowers must not tamper with device settings or add or delete books loaded on the device. E-readers should only be returned to a staff member (not through the external or internal book drop). Staff will check that the device is in working condition and that all components are accounted for before removing it from the patron account.

The borrower is liable in the event that the e-reader is damaged, destroyed, or lost during the checkout period. Users should report damages at the time of return.

Late fees for devices are as outlined in the Borrowing Policy (G-8).

Section 2: Policies
A: Foundation

2.A-3: Statement of values

Adopted: October 2002
Last Review: April 2013

Background:

A statement of values articulates the principles and norms by which the library operates and delivers service. This policy outlines those values.

Policy:

Perth & District Union Public Library bases its operations, service and planning on the following set of values. The library board and staff will keep this set of values at the forefront while conducting the library's business. The values will be reviewed and updated as necessary as part of the regular policy review cycle.

The library subscribes to the statements on the *Intellectual Rights of the Individual* (Ontario Library Association) and on *Intellectual Freedom* (Canadian Library Association). See Appendix.

Values
We are committed to intellectual freedom and freedom of access

We are committed to providing excellent service to all who access our services and to ensuring access for all members of our community

We are committed to treating all with respect and inclusiveness: members of the public, staff, board, and volunteers

We are committed to being accountable to the community we serve and to our funders and donors

We are committed to being responsive to changing community needs, welcoming input from all

We are committed to supporting the continued development and strengthening of the community of which we are a part

Section 2: Policies
G: Operational Policies: Public services

2.G-8: Borrowing

Adopted: October 2002
Last review: June 2011

Background:

Perth & District Union Public Library makes materials widely available to the community in an equitable manner in order to support the educational as well as leisure pursuits of the community. The library ensures fair conditions for borrowing while protecting resources and information in a responsible manner and in accordance with the *Public Libraries Act, RSO 1990 c. P44.*

Policy:

Anyone with a valid membership card for Perth & District Union Public Library is eligible to borrow items for use outside the library. See policy G-7: Membership for regulations governing obtaining a valid library card.

Only members in good standing may borrow items from the library. Those with fines over $20, items long overdue, or expired membership may not borrow items. Privileges will be restored when all outstanding accounts have been settled. Users who do not abide by the library's policies risk having their borrowing privileges suspended.

While the library encourages library cardholders to use their cards for checkout, items may also be borrowed by presenting photo ID.

Membership is not transferrable. Due to privacy legislation, the library cannot check out a reserved item to anyone other than the person who placed the reservation without express permission. The library cannot provide information about items on a borrower account to anyone other than the borrower, with the exception of parents or guardians of those under 14 years of age. See policy G-9: Privacy and Confidentiality of Information for more details.

There is no limit to the number of items a borrower may check out on a single card. Certain items in the library are for in-library use only, specifically those on the reference shelf. Items may be renewed up to two times in-person, over the phone, or online so long as no one else has reserved the item. Reservations may be placed in-person, over the phone, or online, and the library will notify the borrower when the item is ready for pickup.

Loan periods are as follows:

Books and audiobooks: 3 weeks
Music CDs: 3 weeks
Video games: 1 week
DVDs: 1 week
Magazines: 1 week

E-books and e-audiobooks downloaded through the library's website may have different loan periods set by the online provider. The library may be able to obtain items not in its collection from other libraries through interlibrary loan services. The loan periods and fines for these items are set by the lending library.

All items must be returned or renewed on or before the due date. Fines for adult material are 25 cents per day to a maximum of $7 per item. Fines for children's and teen material are 10 cents per day to a maximum of $2.50 per item. E-readers carry a fine of $1 per day to a maximum of $25. There are no fines on non-catalogued paperback books.

Borrowers with items overdue for extended periods of time will be contacted by the library and requested to return those items. Items more than 60 days overdue will be declared lost and the borrower charged the full replacement cost. Items otherwise reported lost or damaged beyond repair will be charged to the borrower account. Those with fines exceeding $20 or long-overdue items on their account will not be able to borrow additional items until the account has been cleared.

Section 2: Policies
G: Operational Policies: Public services

2.G-2: Access to the Internet

Adopted: April 2011
Last review: April 2013

Background:

The Perth & District Union Public Library recognizes that providing access to the Internet supports its mission of providing access to information resources. As such, the library provides access via its public computers as well as a wireless network that users may access via laptops and mobile devices belonging either to the library or to the user.

Policy:

Users of the library's computers and/or wireless network are responsible for assessing the accuracy, reliability, and legality of information they access. The library has linked recommended online resources to its website but is not responsible for the content of these sites or others accessed via the library's network connection. As time and knowledge permit, staff may provide limited assistance with use of the Internet or assessment of information. Staff cannot handle users' laptops or mobile devices.

Users are responsible for any infringement of legislation governing access to information, including copyright and intellectual property rights and activities in violation of the Criminal Code. Use of library workstations or networks for illegal, actionable, or criminal purposes is prohibited. Users agree to respect the privacy of others accessing the internet at the library and not to access material that may reasonably be construed as obscene or offensive.

Parents or guardians are responsible for their child's use of the internet up to age 14. The library does not restrict the access of children to any information, resources, or facilities in the library. The library has not installed filtering software on its computers or network.

The library is not responsible for any liability that may occur as a result of the disclosure of financial or other personal information on the library's computers and/or network. Users should be aware that the public computers and wireless network are not secure and that it may be possible for third parties to obtain information regarding their activities. The library will install software on public computers to ensure they are up-to-date, free of viruses, and regularly cleared of private user data. Records regarding computer and network use may be retained by the library for a period of four weeks.

Users are responsible for any damages, direct, or indirect, arising from the library's provision of Internet access. Users are not permitted to alter, tamper with, or damage the library's computer or network equipment or configuration. Users are not permitted to install their own software on library devices.

By using the library's public computers and/or network connection, users agree to the terms outlined above. Failure to comply with this policy may result in the suspension of a user's privileges for access to the Internet or to the library.

UNFINISHED AND NEW BUISNESS

E. Goldman led a discussion of the OLBA Leadership Development Toolkit that members filled out last month, regarding the items the board may need to work on.

P. Wagland, A. McLean and E. Goldman discussed the Education Institute webinar about the Public Libraries Act they attended on April 4. They felt that the webinar could have been conducted better in a number of different ways.

E. Goldman discussed the payments to other library boards with the members.

Next regular meeting is **May 13, 2013**.

13-11 Motion to adjourn N. Fennell at 5:45 p.m.

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Chairperson   Secretary-Treasurer