

## MINUTES OF THE PORT COLBORNE PUBLIC LIBRARY BOARD MEETING

Tuesday December 8<sup>th</sup>, 2015, – 5:30 p.m.

Port Colborne Public Library Auditorium

### ATTENDANCE

**BOARD:** V. Catton, M. Cooper, B. Higgins, C. MacMillan, J. Mayne, B. Ingram,  
A. Kennerly, J. Frenette, H. Cooper

**STAFF:** J. Parry, S. Therrien, S. Luey

**REGRETS:** P. Senese

### 1) INVOCATION

2) **CHAIRPERSON'S REMARKS** Following the meeting, the chair suggested that the Board attend the Museum's Annual Christmas Party and Appreciation Night held next door at the Archives building.

### 3) APPROVAL OF AGENDA

MOVED BY **C. MacMillan** SECONDED BY **A. Kennerly**

***That the agenda for the December 8<sup>th</sup>, 2015 meeting be adopted as amended.*** Carried.

4) DECLARATION OF CONFLICT OF INTEREST – none

5) DELEGATIONS – none

### 6) MINUTES OF THE PREVIOUS MEETING

MOVED BY **A. Kennerly** SECONDED BY **C. MacMillan**

***That the minutes for the November 10<sup>th</sup>, 2015 meeting be adopted as circulated.*** Carried.

7) BUSINESS ARISING FROM THE MINUTES – none

### 8) AGENDA ITEMS

#### a) 2016 Capital Budget and 5 Year Capital Plan

The director presented a re-worked Capital Budget and 5 year capital plan that incorporated priorities identified by the board : 1) Accessibility issues in the Men's Public Washroom. 2) Health and Safety issues having to do with administrative floor security and 3. Accessibility : Redesign of the King Street entrance including new automatic doors.

MOVED BY **C. MacMillan** SECONDED BY **H. Cooper**

***That the Port Colborne Public Library Board approve the 2016 Capital Budget request and 5 year Capital Works Plan as presented for submission to Treasurer Peter Senese.*** Carried.

#### b) Fair E-book Pricing Resolution

MOVED BY **A. Kennerly** SECONDED BY **H. Cooper**

***That the Port Colborne Public Library Board recommend that Port Colborne City Council support Niagara on the Lake Public Library's resolution regarding Fair Pricing of Ebooks.***  
Carried.

9) COMMITTEE REPORTS

a) Accessibility Advisory Committee – no report

**10) ADMINISTRATIVE BUSINESS**

Correspondence

**Public Relations Report**

**Press Items**

- a) "Port Colborne City Hall News" November, 2015

MOVED BY **J. Frenette** SECONDED BY **V. Catton**

***That the Public Relations report be received for information purposes.*** Carried.

Chief Executive Officer's Report

Treasurer's Report

Directors Report

Circulation Report

**11) BOARD MEMBER'S ITEMS**

**12) NOTICES OF MOTION**

**13) DATE OF NEXT MEETING January 12, 2016**

**14) ADJOURNMENT**

MOVED BY **H. Cooper** SECONDED BY **J. Frenette**

***That the meeting be adjourned.*** Carried.

**PURPOSE** - To improve the current situation whereby there is not a time available during working hours to schedule regular, weekly staff meetings that all full time Library staff is able to attend.

**BACKGROUND - Library Hours of Operation** : Mon. Tues. Thurs. 10am – 8pm & Wed. Fri. & Sat. 9am – 5pm

The Library’s ability to schedule regular staff meetings, during working hours, with all full time staff members present is restricted by several factors:

1. **Shifts.** On Mondays, Tuesdays and Thursdays, two staff members work from 12noon to 8:00pm. The rest work 9:00am to 5:00pm.
2. **6 day work week.** Two full time staff members work each Saturday and receive another day off in the week – usually Friday.

Providing, there is no one on vacation; Wednesday is the only day of the week when there is a good possibility that all full time staff will be present. However, we are open to the public from 9am to 5pm which means two staff members are on the service desk serving the public all day

A weekly staff meeting, lasting an average of 30 minutes would be an opportunity to address :

<ul style="list-style-type: none"> <li>- Changes in procedure</li> <li>- ‘Up-selling’</li> <li>- New programming</li> <li>- New materials</li> <li>- Safety issues</li> <li>- New technology</li> <li>- Brain-storming</li> </ul>	<ul style="list-style-type: none"> <li>- Issues arising with patrons</li> <li>- Staff concerns</li> <li>- Training and staff development</li> <li>- Problems before they grow</li> <li>- Administrative tasks</li> <li>- New Policies</li> <li>- Suggestions</li> </ul>
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After the meeting, the remainder of the hour can be used by the group to prepare to open the library service desk, cash register, computers, and check-in materials returned in the night drop.

**IMPACT ON SERVICES**

WEDNESDAY MORNINGS 9 AM TO 10 AM (data collected January to October 2015)	
Average number of library patrons visiting the library <i>excluding</i> class visits & other scheduled programmes. (range 6.5 to 20)	13.5
Average number of library patrons using the computer workstations	2.5

The Board has increased hours of service to the public in 2015 by 72 hours without increasing salaries and wages. The library is now open from 9am to 5pm on Saturdays all year round instead of closing at 1pm between June 1<sup>st</sup> and September 30<sup>th</sup>.

**CONFLICTS**

- **Programming** - Class Visits, Other Programmes and Auditorium Bookings

Solution – make provision to let these scheduled groups in earlier.

- **Signage – hours of operation** - Library cards, door signs, Website, Facebook, Brochures, Ans. Machine

Solution – all of the above can be changed easily, labels with new hours of operation can be printed and affixed to library cards

- **Regular Library users and Computer users visiting the library at this time**

Solution - Staff can notify these patrons in person. The library will produce a bookmark “FYI New Hours”

**STAFF COMMENTS**

- Consistency is important. Every Wednesday rather than “*every third Wednesday*”
- At that time of day, library patrons consist mostly of seniors and the occasional parent with an infant.

**RECOMMENDATION**

That beginning in January 2016 the Port Colborne Public Library opens to the public at 10:00 am on Wednesdays to enable the staff to have weekly staff meetings to ensure quality service and staff development.