

MINUTES OF THE PORT COLBORNE PUBLIC LIBRARY BOARD MEETING

Tuesday November 10th 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. Lyons, H. Cooper

STAFF: J. Parry, S. Therrien,

REGRETS: P. Senese, S.Luey,

1) INVOCATION

2) CHAIRPERSON'S REMARKS

Chair Michael Cooper welcomed new Library Board member Jeanette Frenette to the Meeting.

3) APPROVAL OF AGENDA

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

That the agenda for the November 10th, 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 **Bill Higgins**

That the minutes for the October 6, 2015 meeting be adopted as circulated. Carried.

7) BUSINESS ARISING FROM THE MINUTES – none

8) AGENDA ITEMS

a) 2016 Capital Budget, Reserves and 5 Year Capital Plan

The Director provided the Board with an overview of the library's reserve funds, and schedule of capital projects. The library has been contributing to the reserves for the replacement of the HVAC system, and new shelving for over 10 years. 2016 will see the replacement of these assets as well as flooring replacements and therefore depletion of most of the reserve funds.

The Board discussed priorities going forward as 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. The final reworked 5 year capital budget will be presented at the December meeting for approval.

b) Staff Meetings

See Report appended

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

That beginning in January of 2016, the Port Colborne Public Library opens to the public at 10am every Wednesday to enable the staff to conduct weekly staff development meetings to ensure quality service. Carried.

c) December Holiday Hours

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

That the Port Colborne Public Library is closed from December 24 to 28, 2015 and January 1st, 2016 in observance of statutory holidays and days provided for by the collective agreement. That the library closes early on December 31st (New Year's Eve Day) at 3pm and that staff use vacation time or banked time to make up the hours. Carried.

- 9) COMMITTEE REPORTS
a) Accessibility Advisory Committee – no report

10) ADMINISTRATIVE BUSINESS

Correspondence

Public Relations Report

Press Items

- a) “Port Colborne Lions Club donation to the Port Colborne Public Library” Erie Media
Oct 19, 2015

Programmes and Newsletter

- a) News and Events November/December 2015

MOVED BY **B. Ingram** SECONDED BY **A. Kennerly**

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

Chief Executive Officer’s Report - none

Treasurer’s Report - none

Directors Report

- a) 2014 Survey
The director provided the board with an electronic copy of the 2014 Survey. Receipt of the Provincial Public Library Operating Grant is conditional on completion of this document.
- b) Canadian Federation of University Women
At their meeting of October 21, 2015, the membership of the Canadian Federation of University Women Welland & District approved a motion to provide funds to sponsor a Canadian Children’s author Program for the Welland, Pelham and Port Colborne Public Libraries. The programme will run at all 3 libraries on the same day during the March School Break of 2016.
- c) Upcoming Staff Development
The municipality has invited the library to participate in 2 training opportunities : 1. An hour-long webinar titled “*Why social media matters for public servants & how to make the most of it*” and 2. “*Tactical Communication*” A full-day session for front-line employees who work alone or with the public. To assist employees who could potentially be subjected to violent situations and or angry customers.

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

That the Director of Library Services report be received for information purposes. Carried.

Circulation Report

- a) 3rd Quarter 2015 (July, August, September)

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

That the Circulation report for the 3rd quarter of 2015 (July, August, September) be received for information purposes. Carried.

11) BOARD MEMBER’S ITEMS

Cheryl MacMillan reported at the Southern Ontario Library Service Trustees meeting she attended on November 7th, 2015 in Welland.

12) NOTICES OF MOTION

13) DATE OF NEXT MEETING December 8th, 2015

14) ADJOURNMENT

MOVED BY **B. Ingram** SECONDED BY **H. Cooper**

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"> - Changes in procedure - ‘Up-selling’ - New programming - New materials - Safety issues - New technology - Brain-storming 	<ul style="list-style-type: none"> - Issues arising with patrons - Staff concerns - Training and staff development - Problems before they grow - Administrative tasks - New Policies - Suggestions
---	---

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 1st and September 30th.

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.