

COMMENCEMENT

The meeting commenced with a Land Acknowledgement given by Katherine Andrews.

1. CALL TO ORDER

The Regular Board Meeting of the Kitchener Public Library Board was called to order at 7:00 p.m. on Wednesday, November 15, 2023, by the Chair, Katherine Andrews, in the Administration Boardroom at the Central Library.

TRUSTEES PRESENT

Katherine Andrews; Laura Blythe; Jason Hammond; Councillor Margaret Johnston (remote); Margaret Lam; Shannon Nicholson; Brandon Van Dam; Clare Wagner (remote).

Mary Chevreau, Secretary-Treasurer and Chief Executive Officer.

STAFF PRESENT

Penny-Lynn Fielding; Gloria Grigas; Lorie Lee (remote); Angela Riddell.

REGRETS

Bonita Hansra; Councillor Christine Michaud; Anjali Misra.

SPECIAL GUESTS

Kerri Hutchinson, Manager, Marketing & Communications and Megan Clare, Division Manager, Resources & Membership Services.

Katherine Andrews welcomed Kerri Hutchinson to the Library Board meeting.

Kerri Hutchinson joined Kitchener Public Library in the year 2022 as Manager of Marketing & Communications. Kerri Hutchinson shared her work experience prior to joining the library. With her background as a communications specialist, Kerri's responsibilities will now include attending the monthly Library Board meetings, as well as completing all Library Board functions previously delivered by the CEO's Executive Assistant.

2. Presentation by Megan Clare, Division Manager, Resources & Membership

Services

Megan Clare shared a series of PowerPoint slides with her presentation about the Resources & Membership Services Teams and the work that they do to support library service.

Megan works with great teams in Circulation, Bibliographic and Volunteer Services which are led by 3 service managers: Kathryn Thompson, Manager, Circulation Services; Jamie Quinn, Manager, Bibliographic Services & Collections, and Sherry Erb, Manager, Volunteer Services. Staff teams include 13 full-time, 21 part-time and 6 casual workers.

The Circulation Services Team delivers customer service at the Central Library Welcome Desk. These staff handle library card registrations, borrower services, oversee library accounts, as well as lead materials handling and shelving activities at Central.

The Bibliographic Services and Collections Team oversee the library's collections in all formats, including print, audiovisual and electronic collections. This team orders and processes new library material, evaluates library collections, as well as leads and coordinates the implementation of new collections.

The Volunteer Services Team coordinates system-wide volunteer activities and volunteer management, including volunteer recruitment and volunteer recognition activities. This team also oversees the delivery of Visiting Library Service and materials delivery to community members living in long-term care and private residences.

Megan Clare shared some key initiatives to promote access to library services, and to deliver services that reflect the unique needs and experience of community members.

The fine-free library service introduced in February 2021 has become a positive part of library card registration conversations and not the punitive aspect/fear of fines, and supports the library's mandate to reduce barriers to service and support inclusion in our community.

With funding from the Government of Canada's Healthy Communities Initiative, and in partnership with the City of Kitchener on wifi expansion in public spaces, the library recently introduced its Borrow a Chromebook collection to take home on a one-week loan.

This is the first time that the library has lent out laptop devices to customers to take home for short-term use. A collaborative endeavor with Circulation, Bibliographic Services and Marketing teams, Kitchener Public Library undertook a targeted outreach to designated community partners who would most benefit from access to Borrow a Chromebook. The collection currently has enough capacity to expand outreach to additional community partners to build interest and demand.

Megan explained the lending of Daisy readers, audio players that play books in audio formats that are intended for customers who are blind, have low vision, or another form of print disability.

The new counter loop system at Central Library service points this year, involved the implementation of new equipment to enhance library services for the Deaf and hard of hearing community members.

The Bibliographic Services Team introduced a new Yoto Mini collection earlier this year which provides a safe, screen-free, internet-free, portable player. This fun audio format is great for young children with a set of audio cards on different themes.

The Country Hills Community Library is currently piloting a dedicated Indigenous collection with approximately 100 items. This pilot is a first step toward a dedicated Indigenous collection that is planned for the new Southwest Community Library.

In addition to re-introducing existing in-person volunteer opportunities in 2022, Sherry Erb has collaborated with other staff teams to introduce some new volunteer opportunities which include Youth Chefs-in-Residence; Youth Environmentalists; an Older Adult Advisory Group and Volunteer Library courier positions.

The Chair thanked Megan Clare for her informative presentation.

[Megan Clare exited the meeting.]

3. AGENDA REVIEW

23-61... On motion by Jason Hammond and seconded by Laura Blythe, it was RESOLVED that the Agenda be adopted.

CARRIED

There were no pecuniary / conflict of interest declarations.

4. MINUTES of the Board Meeting of October 18, 2023

23-62... On motion by Brandon Van Dam and seconded by Shannon Nicholson, it was RESOLVED that the Minutes of the Library Board Meeting of

October 18, 2023, be approved.

CARRIED

5. BUSINESS ARISING

None.

6. 1. BUSINESS

REPORT OF OFFICERS

(a) Report of the Chair

Katherine Andrews thanked the Library Board for accommodating the change in meeting date for the December Library Board meeting from Wednesday, December 13 to Wednesday, December 20, 2023.

23-63... On motion by Katherine Andrews and seconded by Margaret Lam, it was RESOLVED to approve and to notify the City Clerk of the change in the Library Board's meeting date from Wednesday, December 13 to Wednesday, December 20, 2023, in support of a personnel matter.

CARRIED

The Chair extended a courtesy reminder to the Library Board that the Board meets at 6:30 pm on December 20, 2023, at Central, followed by the Board's drop-in Holiday Social after the meeting.

The job posting for the CEO's position is active until November 30, 2023, with interviews to follow in December and January, 2024.

(b) Finance Committee

No updates were noted by Shannon Nicholson, Chair of the Finance Committee.

(c) Facilities Planning & Building Committee

23-64... On motion by Clare Wagner and seconded by Margaret Lam, it was RESOLVED to move the meeting in-camera to discuss a confidential contractual matter.

CARRIED

23-65... On motion by Clare Wagner and seconded by Brandon Van Dam, it was RESOLVED to conclude the in-camera meeting.

CARRIED

(d) Public Service & Policy Committee

Foundation Policy Review

As noted by Brandon Van Dam, Chair of the Public Service & Policy Committee, the Committee will continue to meet to review all of the Governance Policies for presentation to the Library Board with the proposed changes at their December meeting.

Brandon Van Dam shared activities by some Ontario libraries at last week's Board Assembly meeting; for example, the opening of a library's ground floor space for use by the homeless after hours, and access to the library for use by university students after hours.

From a policy prospective, the CEO confirmed that Kitchener Public Library follows best practices for the recycling of library books, as discussed at the meeting.

(e) Report of the Secretary-Treasurer and CEO

Updates

As a followup to Clare Wagner's suggestion to share the construction history of the Southwest Community Library, Mary Chevreau presented the project timelines from the year 2000 to November 2023. A copy of the document shared by the CEO will be available on the Board's portal for their reference.

Mary Chevreau was pleased to announce that Amanda Wiley, Division Manager of the Country Hills Community Library, has accepted the position of Division Manager for the Southwest Community Library. Amanda will help support Central staff, as well as Penny-Lynn Fielding through the pre-construction of the branch and its setup activities.

Penny-Lynn Fielding and Kerri Hutchinson are investigating a "behind the scenes" documentary, as a communication piece for staff and public.

The status of the project timelines for the school and community centre that will occupy the same project site as the Southwest Community Library is unknown at this time. Councillor Margaret Johnston agreed to report any City updates that may be available.

The 2023 One Book, One Community (OBOC) in-person author event with Tanya Talaga on Thursday, November 23, 2023, is sold out. OBOC continues to be very popular.

The newly renovated Grand River Stanley Park Community Library has recently been impacted with major plumbing issues that are being diagnosed.

Mary Chevreau will be presenting to City Council at their Operating Budget meeting on Monday, November 20. The highlights of the CEO's presentation will include an update of the Southwest Community Library, Kitchener Public Library's compensation philosophy, as well as an update of the library's successful Special Venues and fines free initiatives.

The Board Chair encouraged the Trustees to attend the meeting if able to do so.

In-Camera Session

23-66... On motion by Margaret Lam and seconded by Brandon Van Dam, it was RESOLVED that the meeting move in-camera to discuss a confidential personnel matter.

CARRIED

23-67... On motion by Margaret Lam and seconded by Laura Blythe, it was RESOLVED that the meeting conclude its in-camera session.

CARRIED

Other

In response to the Board's inquiry regarding the success of the library's Professional Development Day, the CEO noted that staff surveys are currently being compiled.

Mary Chevreau assured the Library Board that Kitchener Public Library has taken preventive measures to avoid a ransom attack. Recommendations from a Cybersecurity review have been adopted and staff required to undergo Cybersecurity Awareness training.

The CEO provided an update of the Waterloo Region Catholic District School Board's decision that four books shortlisted for the Forest of Reading program be designated "*Professional*".

7. II. NEW BUSINESS

None.

8. III. PRESENTATIONS

Report of Councillors

Councillor Margaret Johnston explained that the budget process at the City has changed this year and is now called the Mayor's Budget. The City of Kitchener's budget will be made available to the public during the afternoon of Friday, November 17. A public engagement evening with Council is scheduled on Monday, November 27, between 7 pm and 9 pm for delegations that have signed up to comment on the budget.

City Council's Capital Budget meeting is scheduled for the morning of Monday, November 17.

Councillor Margaret Johnston acknowledged that she is proud of Kitchener City staff to have provided Council with a fair budget to present to the residents of Kitchener.

9. ADJOURNMENT

23-68... There being no further business, on motion by Jason Hammond and seconded by Laura Blythe, it was **RESOLVED** to adjourn the meeting at 8:55 p.m.

CARRIED

Chair

Secretary-Treasurer

[Attachments Accompanying October 18, 2023 Board Meeting]

- (a) October 18, 2023 Board Minutes
- (b)