

**REGINA PUBLIC LIBRARY
BOARD OF DIRECTORS
November 27, 2018
Central Boardroom**

Present:

S. Quinlan, Chair
B. March-Burwell, Vice Chair
M. Gavigan
S. Grebinski (via telephone)
E. Kivisto
C. Kobayashi
P. Lerat

Also in Attendance:

J. Barber
T. Fraser
J. Niedermayer

Regrets:

Councillor S. Bryce
Mayor M. Fougere

MINUTES

1. Call to Order

2. Board Meeting Protocols

S. Quinlan reminded the members of the public in attendance about Board meeting protocols and how they must be observed by everyone.

3. Agenda

E. Kivisto moved to approve the agenda. CARRIED.

4. Conflict of Interests

No conflict of interests were declared.

5. Approval of Previous Minutes

a. C. Kobayashi moved to approve the minutes of the September 25, 2018. CARRIED.

6. Conference Report

In September, Phyllis Lerat attended the Librarians of Color Conference in Albuquerque, New Mexico. She provided the Board with a detailed written summary of the Conference and briefly spoke about a few of the highlights and takeaways from the conference.

7. Manager Presentation

Julie McKenna presented the Board with a draft of RPL's new Service Plan. The Plan provides an overview of the projects and services that are proposed for the next three years, and is drawn from several sources, including best practice research, trends and ideas in library services, and feedback from our customers and staff. The Plan seeks to satisfy Objective 4.2 of the Board's Strategy Map, which calls for a focus on meeting customer needs to remain an integral part of the community.

Discussion:

- The Board was impressed with the amount of time and work that went into creating the new Service Plan. It is a comprehensive and ambitious Plan.
- A great deal of the work is proposed for 2019. To track the Plan's progress, the Board now has access to the Dashboard on the RPL website, in which outcomes will gradually begin to line up with the Plan.
- The Board is not interested in creating extra work for staff in preparing updates and special reports to track outcomes. A quick verbal update at Board meetings will suffice, unless during the Board's risk assessment work something is identified and requires a more detailed brief.
- Indigenous Services Coordinator position is staffed by Wendy Sinclair, who is half-time as the Branch Head at Albert and half-time as the Indigenous Service Advisor, based at Central. To assist her with some of the high-level and supervisory work, a certified library technician has been brought in at the Albert Branch.
- The Board was impressed with the line in the Plan, "The living room of the community."
- All of the staffing and financial aspects of the Plan for 2019 have been budgeted for 2019.
- Evaluation of public holiday hours as well as comments received about our regular open hours will be assessed in 2019.

- Accessibility of services to the community. RPL is examining other libraries in Canada who are legislated to provide access to all customers. For RPL, improvements in accessibility will come through Branch Renewal to better serve our customers.
- The call for feedback and input from the community has been very thorough.
- The increased staff time devoted to direct service delivery will come through as a result of many LEAN exercises, ongoing streamlining pilot projects, and technology shifts. Giving staff more time to assist customers is the goal, and one of the initiatives soon to be launched is having a “greeter” meet people when they arrive.
- Underserved communities – they have been identified in the community mapping that we have done. We are looking at ways to bring the Library to people who cannot get to a Branch. Partnerships with community organizations is one of the approaches we are exploring to assist with this issue.
- RPL has the leadership and the resources to put this Plan into action. There are many activities that line up very well to the Plan, which means necessary changes throughout the system will be manageable.
- The Board thanked Julie and asked that their appreciation be shared for all the people who worked so hard to pull the Plan together.

8. Information Items

a. OTC Strategic Alliance

At the end of October, all public library systems in Saskatchewan gathered at Wanuskewin with representatives of the Office of the Treaty Commissioner (OTC) to sign a strategic alliance between public libraries and the OTC. The alliance was initiated by the Saskatchewan Committee on Indigenous Library Services, a province-wide committee of representatives from all public library systems that grew from the need for practical initiatives that could promote and support aboriginal library services in Saskatchewan. A copy of the text of the agreement signed on October 30th was provided for the Board, as well as a matrix of initiatives originally scheduled for 2018 through 2020.

b. Digital Access for Canadian Public Libraries

The Board was provided with a slide deck describing a relatively broad overview of the issue that Canadian public libraries face in the digital environment. Fundamentally, the issue is one of access within the market. Unlike physical materials, digital formats and licensing permit vendors (or copyright holders) to limit access to their materials by deciding who may, and who may not, purchase their materials. Pricing models among vendors vary widely in the digital environment and public libraries encourage streamlining and standardization as an ongoing conversation with vendors and

publishers. Limiting market availability is less common but a significant concern for public libraries.

c. Saskatchewan Public Libraries Statistical Summary

The Board was provided with the statistical summary for 2016, the most recent year of data that has been finalized and publicly posted. The gathering of this data by the Provincial Library & Literacy Office is a part of the legislated requirements under Section 75 of *The Public Libraries Act, 1996*.

d. Canadian Public Library Impact Studies

In past discussions, the Board expressed an interest in economic impact studies. Most, but not all of the studies, use a methodology adapted from the Toronto Public Library study. For the Board's convenience, in this meeting's Dropbox folder is a file named "Studies", that contains study reports and/or brief infographics. While there is variation in the results, the overall average for an urban library system is \$5.25 for each dollar invested. RPL is not included in the studies.

E. Kivisto moved to receive and file the Information Items. CARRIED.

9. Updates

a. Referred Communications

Discussion:

- Correspondence received from the FRPL did not meet the criteria to present to the Board and a response from Library Administration addressed their questions.
- Two letters were received regarding a program at Bothwell, requesting the program be continued. The room rental policy is currently under review and the *Forever In Motion* participants will have a room at least until the policy review is complete. Responses will be forthcoming.

b. Action Items

Discussion:

- All items on the list have been updated.

10. Discussion and Decision Items

a. Public Holiday Opening (Interim Report)

At the regular Board meeting in June, the Board moved to open the Library during two public holidays in the Fall to begin a trial of public holiday opening at RPL. As a result of that discussion, the Library opened on Thanksgiving Monday and Remembrance Day. While there was a good amount of traffic at the locations, and in comparison, on average the numbers were approximately 40% less than previous days.

During the preparation of RPL's 2019 budget, Library Administration made allowance to continue the Public Holiday pilot in 2019 with plans to open on four holidays (Family Day, Easter Monday, Victoria Day and Saskatchewan Day) and to deliver programming in Wascana Park on Canada Day. The spread of public holidays – from Thanksgiving 2018 to Saskatchewan Day 2019 – will help Library Administration assess whether public holiday openings reflect seasonal variances. Administration will continue to measure numbers of visitors, circulation transactions, and computer use on these days and provide a more fulsome assessment at the end of the pilot.

Discussion:

- Advertising was comparable to typical Library advertising, and a more robust media campaign for the four dates selected to be open on statutory holidays in 2019 is in the works.
- We should not discount the statistics compiled for the dates selected in 2018, even though marketing will be ramped up in 2019.

b. Board Committees Update

- Audit Committee – On December 12 a meeting will take place with the Board, KPMG, and MNP regarding risk assessment options with KPMG and the 2018 audit plan with MNP.
- HR Committee – Committee updated the Library Director's job description, as it had not previously been updated since 2005.
- Governance Committee:
 - In response to the call for new Board appointments, issued by the Office of the City Clerk in early Fall, resumés received were forwarded to the Committee for consideration.

- It was confirmed that the four Board members whose terms expire at the end of 2018 have been re-appointed for a two-year term ending December 31, 2020:
 1. Phyllis Lerat
 2. Starla Grebinski
 3. Cindy Kobayashi
 4. Sean Quinlan
- One board position remains vacant (beginning in 2019) and it was agreed that the Committee and the Board members would be more proactive in approaching qualified individuals and suggesting they apply for a seat on the Board. The City Clerk's Office will re-advertise the vacancy.
- Under public library legislation, E. Kivisto remains on the Board until a new member is appointed.
- J. Barber will add an information piece to the Board's page on the RPL website that briefly describes the expectations of its members.
- The Committee has reviewed the Room Rental Policy, which needs an update, and it will be brought forward at the next Committee meeting.
- The panel assembled by the Ministry of Education (which includes Jeff Barber) to discuss the future of Saskatchewan's public libraries, has met with public library officials around the province. The consultation with RPL will take place on December 10th with RPL's Governance Committee and the Deputy Library Director, Julie McKenna. In addition to this meeting, S. Quinlan will submit a written paper to the panel shortly after the in-person presentation. The submission will include summaries prepared by the Board Governance Committee and J. McKenna, including M. Gavigan's recommendations to update and amend existing legislation, *The Public Libraries Act, 1996*.
- Board evaluation for 2018 will be underway shortly. C. Kobayashi reported that all Members must submit responses so that a well-informed evaluation can be achieved.

c. Financial Statements to October 31, 2018

B. March-Burwell moved the financial statements of October 31, 2018 be approved. CARRIED.

d. Board Meeting Schedule 2019

A schedule of potential Board meeting dates for 2019 was presented. Members were encouraged to review the dates and bring forward any scheduling conflicts.

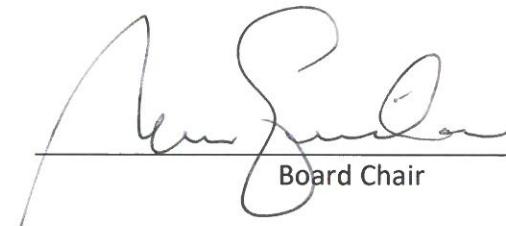
11. Calendar of Events

12. In-Camera Session

No session was requested.

13. Adjournment

The Board Chair moved to adjourn the meeting. CARRIED.



Board Chair



Secretary to the Board