

**REGINA PUBLIC LIBRARY
BOARD MEETING
June 22, 2021
TEAMS Videoconference**

MINUTES

In Attendance:

S. Quinlan, Chair
Councillor J. Findura
M. Gavigan
C. Kobayashi
P. Lerat
Mayor S. Masters
J. Oni
C. Zankl
J. Barber, Board Secretary

Also in Attendance:

Tony Playter, Fraser Strategy
A. Christensen, Department Head, Central Library
A. Fearon, Director/Curator, Dunlop and Film Theatre
J. Demitor, Manager, eServices
C. Hawkesford, Manager, Marketing &
Communications
G. Kruger, Head of Finance & Administration
N. MacKenzie, Manager, Community Engagement &
Programming
K. Saunderson, Senior Manager, Corporate Services
H. Sackville (minutes)

Regrets:

S. Grebinski

1. CALL TO ORDER

The Chair called the meeting of the to order at 4:31pm.

2. ADOPTION OF THE AGENDA

The Chair noted that the Board had been provided earlier the same day the Library Services Agreement between RPL and the Province of Saskatchewan, and that it should be added as item 8.d. to the agenda.

C. Kobayashi asked that Fund Development Reporting be added as item 8.c.

C. Kobayashi moved to approve the meeting agenda as amended. CARRIED.

3. CHAIR'S REMARKS

No discussion.

4. CONFLICT OF INTERESTS

There were no conflicts of interest declared.

5. APPROVAL OF PREVIOUS MEETING MINUTES

M. Gavigan moved to approve the minutes of the Board Meeting of March 23, 2021, and the minutes of the In-Camera Meeting of March 23, 2021. CARRIED

6. MANAGER REPORTS

a. Unit Reviews – K. Saunderson

K. Saunderson provided highlights from the Unit Reviews of Physical Plant, Human Resources, Outreach, and Collections, Acquisitions, and Tech Services. Reviews began in 2019, and Reviews are planned for IT Services and Marketing & Communication for the remainder of 2021.

From the Physical Plant Review, a main takeaway was the work to be done running contracts through a formal procurement process, and since then several long-term standing contracts have been established through the RFP process.

The Outreach Unit Review revealed more significant recommendations, and some steps are in motion already. Mainly, the unit should be brought more in line with regular services and less centralized at Central Library. Some collections have

already been added to branches, and some services have been relocated to the main area of Central Library for customer access.

For Collections, Acquisitions and Tech Services, a complex part of the organization that works in 3 sub-units, there were different recommendations for each. None were critical recommendations, and managers have started to take action on the recommendations made.

Discussion:

- Clarification was requested on the language “Action not yet taken” as it appears on several items throughout the review reports. There are some recommendations that may not be addressed exactly as suggested, but more used to explore broader change in that area – the recommendations are not being applied without question/further consideration of the broader context.
- For both Outreach and Collections, customer surveys were not part of the review (other than from ongoing data collection). K. Saunderson pointed out as an example that part of these reviews were business process assessments, and items like catalogue requests and weeding of damaged library materials where a staff and management interview process worked best.
- Further information was requested on the Unit Reviews’ impact to the budget process. The more recent reviews of Outreach and Collections were only completed and responded to by management in the last few months and have not had a chance to impact the budget process. For Physical Plant, which was completed earlier, the review response saw an additional truck driver position in the year following. It should also be noted that the area under review may not be the budget that is impacted – a goal for the Outreach Unit may result in a change to the Collections budget, for example.

b. Service Plan – J. Barber

J. Barber introduced the report on the 2020 Service Plan and prefaced that, as the pandemic complicated much of last year and this year, there have been many changes to the plan. Unit heads from RPL’s Community Engagement & Programming, eServices and Assessment, Central Library, Branch Services, and Dunlop Art Gallery & Regina Film Theatre were present to address any questions from the Board specific to their area.

As many 2021 Service Plan items had a focus on digital offerings, and many in 2020’s plan on in-person services, some 2021 items were moved forward to 2020 to react to the pandemic and resulting closures. Halfway through 2021, much of the year has still been marked by pandemic restrictions, but RPL has continued to offer a broad array of services and adapted with more digital offerings and curbside services.

The Board praised the work of management on presenting high-level outcomes that will aid in conversations moving forward, and specifically in highlighting Indigenous programming and commitment to reconciliation. It was noted that the 2020 Service Plan was highly ambitious, and managers spoke to their overall feelings toward the plan. Strengths that were mentioned included collaboration between Units, alignment on the focus of RPL as an organization, prioritizing amidst a chaotic pandemic environment, having a path forward for 2021, and having established methods for measurement. Multiple managers pointed out that moving forward, priorities would need to be identified for the rest of 2021.

Management spoke briefly about some successes in public services, like the increased digital offerings and working with other community groups to provide computers to those without access when RPL’s doors were closed.

7. INFORMATION ITEMS

a. Public Holidays Update

RPL was in the process of testing having locations open on public holidays, but the pandemic put a hold on this change. While Labour Day will remain closed due to how closely it comes after Step 3’s reopening, we intend to be open on

Thanksgiving (other than branches that are closed Mondays), Remembrance Day (after 12pm), and on Boxing Day in the case of George Bothwell as it is in a shopping centre.

b. RPL Re-Opening Update

Step 2 of Saskatchewan's reopening plan began this week, and there were no major changes for RPL (other than capacity increase) in this stage. Step 3 however, which begins July 11, will allow unlimited capacity with no mandated social distancing, and will lift mandatory masking for the public and staff. This will require many changes, including staff moving back to the office who have been working from home, moving furniture around in the branches, and looking forward to restoring evening hours once staffing levels can support it. When vacancies are filled, Central will return to being open Monday-Thursday evenings, and Branches will be open two evenings per week. The target date for this change is August 1. The province has yet to confirm that the 24-hour required quarantine of library materials will be lifted at Step 3.

Discussion:

- Clarification was requested regarding measures that will remain in place, specifically cleaning. The strict cleaning regimen will continue, and sanitizer and masks will remain available for staff and the public.
- Clarification was requested regarding staff working from home, and if they would all return to work after July 11. This discussion is ongoing, and J. Barber will follow up when there is a decision.

c. Referred Communications

i. J. Havelock

No discussion.

d. Action Item Updates

Both listed items, Public Holidays and the Board Committee Annual Work Plan, have been addressed in the agenda of this meeting.

e. Chair's Report

No discussion.

C. Zankl moved to receive and file the Manager Reports and Information Items as presented. CARRIED.

8. DISCUSSION AND DECISION ITEMS

a. Board Committees

i. Audit Committee

1) Risk Register Updates

It should be noted that the updates provided reflect a point in time about 2-3 weeks before this meeting, and that mitigation and risks are changing frequently.

Succession planning was discussed at the HR Committee meeting of June 10, 2021.

J. Oni moved to approve the Risk Register Updates. CARRIED.

2) Bank Signatories

With the departure of the Deputy Library Director and the previous Board Vice-Chair, the Audit Committee recommended to the Board that the Manager of Budget, L. Weisensel, and the current Board Vice-Chair, M. Gavigan, be added as bank signatories.

J. Oni moved that the Board approve the Bank Signatories as outlined in the report. CARRIED.

ii. Governance Committee

1) Committee Annual Workplan

No discussion.

2) Policy Review

(a) Alcohol for Public Events

Discussion:

- Clarification was requested on whether SLGA requirements must always be met, as the policy only notes this regarding programs where alcohol is provided. J. Barber clarified that someone running a program where alcohol is served must arrange for SLGA requirements to be met - the only other scenario where alcohol would be offered would be a gallery event, where a service is hired to serve alcohol as RPL staff cannot.

iii. Human Resources Committee

1) Annual Plan Update

It should be noted that the Annual Plan reflected the status of 2-3 weeks before the meeting. The Fund Development Plan mentioned in 2.3 is not quite ready to bring forward. The Governance Committee decided not to bring the Governance Policy item forward until September.

M. Gavigan moved to approve the updates to the 2021 Annual Plan.
CARRIED.

2) Policy Review

(a) Technology Purchase Plan

No discussion.

(b) Volunteer Recognition

No discussion.

b. Financial Statements to May 31, 2021

J. Oni moved to approve the financial statements to May 31, 2021. CARRIED

c. Fund Development Update

C. Kobayashi expressed the desire of the Board to see a reporting template established and implemented for Fund Development reporting to the Board. She noted that a sample template had already been shared with J. Barber as a basis to build a similar tool for RPL.

C. Kobayashi moved that the Board receive reporting on Fund Development progress at every Board Meeting in a format similar to the template provided. CARRIED.

d. Library Service Agreement

The Library Service Agreement between RPL and the provincial government arrived the morning of June 22 and was circulated immediately to all Board Members.

S. Quinlan moved that the Board approve the 2021-22 Library Services Agreement with the Province and authorize the Chair to sign on its behalf. CARRIED.

9. CALENDAR OF EVENTS

In future versions of the Calendar of Events, upcoming professional development opportunities for the Board will be included.

10. IN CAMERA SESSION

M. Gavigan moved that the Board move to an In Camera session. CARRIED

C. Kobayashi moved that the Board return to the Board meeting. CARRIED

11. ADJOURNMENT

P. Lerat moved to adjourn the meeting at 6:18pm. CARRIED.

Chair

Secretary