

**RPL BOARD OF DIRECTORS MEETING
May 28, 2024
Central Library Boardroom and Teams Videoconference**

MINUTES

In Attendance:

M. Gavigan, Chair
C. Romanow, Vice Chair
C. Kobayashi
J. Oni
K. Yee
P. New
C. Zankl
Councillor B. Hawkins
Mayor S. Masters
J. Barber, Secretary

Also in Attendance:

C. Smith, ED, Finance & Strategy
K. Hintz, ED, Branch Libraries
A. Christensen, ED, Central Library
K. Saunderson, ED, Service Innovation
C. Hawkesford, Dir., Marketing & Communications
K. Scheurwater, Dir., Development
J. Demitor, Dir., Digital Service Innovation
A. Yau, Mgr., Planning & Research
H. Sackville, EA (mins)

Regrets:**1. CALL TO ORDER**

C. Romanow called the meeting to order at 4:30pm.

2. ADOPTION OF THE AGENDA

C. Kobayashi moved that the Board adopt the agenda. CARRIED.

3. CHAIR'S REMARKS

C. Romanow began by acknowledging the land on which the Board gathers as Treaty 4 Territory, the traditional lands of the Cree, Dakota, Nakota, Lakota, Saulteaux and the homeland of the Metis Nation.

4. CONFLICT OF INTERESTS DECLARATION

P. New declared her employment with P3Architecture regarding agenda item 9.b., a proposed contract for general architectural services. She stated she would abstain from voting on that item, and that she does not have any work with RPL in her portfolio with P3A.

5. APPROVAL OF PREVIOUS MEETING MINUTES

C. Zankl moved to approve the minutes of the March 26, 2024 Board Meeting and the March 26, 2024 In Camera Meeting. CARRIED.

6. INFORMATION ITEMS

a. Action Items

No discussion.

b. Chair's Report

No discussion.

B. Hawkins moved that the Board receive and file the information items. CARRIED.

7. STRATEGIC PLAN ITEMS

a. Operational Planning, Budgeting, and Project Management Plan (2.1.2) – A. Yau

A. Yau and C. Smith introduced the report. RPL is continuing to support the strategic and business as usual functions of work units through improved budgeting and reporting software and improved project management templates. The upcoming year for this initiative will be more focused on business as usual and ongoing assessment of project management and planning tools for future improvements.

C. Kobayashi raised an issue with the Microsoft PowerBI reporting software through which the Board has access to organizational statistics. A. Yau will investigate the issue.

J. Oni expressed support for upcoming work to provide better access to key performance indicators for RPL managers.

b. Demonstrate Value of RPL Benefits Realized Report and Plan (2.1.4) – C. Hawkesford

C. Hawkesford introduced the report. In marketing and promotions, the plan included the introduction of the new newsletter which has already gained a significant increase in subscribers without a dedicated promotional campaign. A campaign will be coming. Additionally, a new staff intranet has been introduced. Lastly, Marketing and Communications has worked with Information Technology to replace displays in branches and will be working to introduce branch-specific content to those displays. Marketing has also been working to support stakeholder engagement for the organization including public, media, and government relations.

The newsletter has grown in subscriptions through word of mouth, with frontline staff actively promoting to customers. C. Zankl recommended all board members sign up for the newsletter.

c. Development Plan Report (2.1.5) – K. Scheurwater

K. Scheurwater introduced the report. Reporting has changed for Development and the report included is more narrative, where a report later in the year will focus on key

performance indicators. She noted particularly the wrap up for the Cops and Readers program, which is donor funded, as a prime example of donor impact through their support of the library.

A fundraising feasibility study is underway for a potential capital project.

The results of the feasibility study are not yet final. When Administration receives the report, there will be a discussion of how results will be shared with the Board.

B. Hawkins noted that progress numbers seem low compared to goals in the current goals. K. Scheurwater agreed, and explained that results can sometimes be gifts in-kind which are not cash, and that the main acquisition and retention campaigns fall later in the year. Additionally, results of effort to secure larger sponsorship and grant amounts have not been realized yet.

B. Hawkins asked how fundraising strategy would change when RPL has approval to move forward with the Central Library Renewal project. K. Scheurwater confirmed there would be a separate capital campaign at that time, and in the meantime, there is a focus on acquisition and relationship-building with donors. Creating momentum for a capital campaign and defining a goal would involve a lot of engagement with potential donors. At this time, no potential lead donors have been identified through the feasibility study process. J. Barber noted there would be more discussion on this in July.

d. Technology Solutions Plan (3.1.1) – J. Demitor

J. Demitor introduced the report, highlighting enhancements to public printing services, investigating technology to expand the reach of borrowing materials such as kiosks, and planning for the introduction of Automated Materials Handling (AMH).

e. Technology Solutions Benefits Realized Report (3.1.1) – J. Demitor

The introduction of online card registration and automated card renewals have allowed over 100 people per month to sign up for a card without having to enter a branch, and 2000 people per year were able to renew their library card online as well. This significantly impacts the number of expiring library cards. Updates to the website allow for faster searching with additional filters, putting more control in customer's hands. Lastly, the new staff intranet will allow for greater ease in communication across the organization and provide staff with more efficient access to the tools they need.

C. Kobayashi praised the short-term library account established before the account is verified, as this removes barriers. She asked whether short-term accounts failing to be verified is a result of the person not living in Regina. J. Demitor responded that more often this is a result of software not being able to automatically verify a person's ID through other available data sources, and this would result in the fallback of the standard process where a customer must verify information in-person.

C. Romanow thanked J. Demitor for noting the risk regarding communicating about AMH, as this technology isn't as easy to market but will result in efficiencies and will be a positive change.

P. New moved that the Board receive and file the Strategic Plan items. CARRIED.

8. DISCUSSION AND DECISION ITEMS (CONTINUED)

a. Board Committees

i. Audit Committee

J. Oni referred to the Financial Statements to April 30, 2024, agenda item 9.b. There were no questions regarding the statements or variance report.

J. Oni moved that the Board approve the financial statements to April 30, 2024. CARRIED.

ii. HR Committee

C. Zankl reported that the Committee had reviewed several policies as well as the draft Annual Plan for 2024, and that she and M. Gavigan continue to work with WMC on the CEO evaluation process and job profile to prepare for future succession possibilities.

1. Annual Plan 2024 (draft)

J. Barber explained the slightly different approach to the plan for 2024, where the initiatives have been somewhat streamlined and aligned with the approach to the CEO's annual plan. Initiatives 1.1.2, 2.1.4 and 1.1.3 have been merged to account for the similar work in those three areas. 3.1.2 will wrap up as much of the initiative was made up of items from the 2019-2021 Strategic Plan.

As progress on the Strategic Plan would have been reported to the Board at the end of 2023, this Annual Plan captures targets following that report (even though some initiatives have a "plan year" that lasts from May 2023 to May 2024, for example).

Only one initiative is marked in yellow, 3.2.1 "Renew Central Library infrastructure to meet long-term community needs", and this is simply to indicate that this year has been less predictable in terms of progressing to plan.

C. Zankl moved that the Board approve the Annual Plan for 2024 as presented. CARRIED.

2. Policies

a. Video Display Terminals – Rescind

This policy applies to displays formerly used in RPL workstations, it no longer applies to the displays RPL currently uses and has thus been recommended for rescindment.

C. Zankl moved that the Board rescind the Video Display Terminals Policy. CARRIED.

- b. Criminal and Vulnerable Sector Record Check
- c. Social Fund
- d. Moving and Relocation Expenses
- e. Technology Purchase Plan
- f. Confidentiality
- g. Staff Recognition

C. Zankl noted that the policies for items b-g are operational in nature and do not require approval by the Board.

- h. Respectful Workplace
- i. Violence

These two policies have been updated to align with changes in the provincial OH&S regulations. To be in compliance with the regulations, both were adopted and shared to staff as of May 24, 2024. Though the Respectful Workplace Policy formerly included Board members, adapting language given the legislation changes was a challenge when incorporating the Board role into the document. The Governance Committee will look at an appropriate addition to the Governance Policy in place of the Board's inclusion in the scope of the Respectful Workplace Policy.

C. Zankl moved that the Board approve the Respectful Workplace Policy and the Violence Policy as presented. CARRIED.

iii. Governance Committee

C. Kobayashi reported on the Committee's discussions, including board and Chair evaluations, an upcoming review and revamp of the board evaluation process, and a related professional development opportunity that she attended through Governance Professionals of Canada on best practices and new ideas for board evaluations. The Committee also discussed the potential for the RPL Board to play a leading role in next year's Saskatchewan Libraries Association Conference regarding governance education, with the goal of bringing more trustees to the conference.

- 1. Policies
 - a. Political Use of Space

This policy is new and established the appropriateness of using RPL spaces for protest and/or political activities. C. Kobayashi noted that this will help to guide decision-making and communications in the future.

C. Kobayashi moved that the Board approve the Political Use of Space Policy as presented.
CARRIED.

- iv. Strategic Planning Committee

No discussion.

- b. Financial Statements to April 30, 2024

No discussion.

- c. Permanent Art Collection Acquisitions

- i. Catherine Blackburn, *Armour, Mother of Mobilization, late 21st century*
- ii. Catherine Blackburn, *Mother of Mobilization*
- iii. Donna Kriekle, *INTEL 'LECT . REC 'IGNITIONS, mind crossings synapses circuit boards sight site cite settings*
- iv. Donna Kriekle, *LOVE . OBJECTS OF DESIRE, im'pulse valves values trust lust strings attached and detached*
- v. Donna Kriekle, *WEALTH . IN TRUST, profit loss lost found won earned stolen spent wasted given*

J. Barber explained that due to Canada Council's rules for collecting galleries which receive their grant funding, the Board must approve acquisitions for the permanent collection. Though the Dunlop Art Gallery exists within RPL and has oversight beyond the gallery's director, other collecting galleries are run by a single director, necessitating a rule to prevent unilateral decision-making by that director.

S. Masters moved that the Board approve the acquisition and acceptance of the following five artworks into the Permanent Collection:

- Catherine Blackburn, *Armour, Mother of Mobilization, late 21st century*
- Catherine Blackburn, *Mother of Mobilization*
- Donna Kriekle, *INTEL 'LECT . REC 'IGNITIONS, mind crossings synapses circuit boards sight site cite settings*
- Donna Kriekle, *LOVE . OBJECTS OF DESIRE, im'pulse valves values trust lust strings attached and detached*
- Donna Kriekle, *WEALTH . IN TRUST, profit loss lost found won earned stolen spent wasted given*

CARRIED.

9. CONTRACTS

a. Outreach Crisis Workers

A. Christensen explained that Outreach Crisis Workers had been in place as a pilot since May 2023 with Family Service Regina (FSR). The pilot was originally meant to include two organizations, but the other could not fulfill the contract. The benefits of this pilot have been significant – customers with complex needs beyond the scope of library work still need someone to help them. These social worker positions provide mental health support, crisis support, and community navigation.

A perception survey conducted with staff revealed an increase in staff confidence in ability to handle incidents. Administration determined this should move beyond a pilot. One organization responded to the RFP, and they are the recommended contract.

J. Barber noted that this work is not typical library work, and that a benefit of contracting for these positions is that there is not social work expertise built into other positions within RPL to supervise that type of staff.

Earlier stages of the effort to provide this service included drop-in hours held by AIDS Program of South Saskatchewan and then practicum student positions through the University of Regina's Faculty of Social Work. This is not core work of the library, and there may come a time when this service is no longer needed.

Mayor Masters asked how the increases for the contract each year had been calculated, and A. Christensen confirmed these align with an understanding of FSR's pay scale for social worker positions.

C. Kobayashi raised that for the unique work that FSR is doing (and for other situations where there is only one known service provider that can fulfill a contract), a review of the Executive Limitations Policy could allow for approval of a sole service provider. J. Oni commented that this is covered in the Purchasing Policy, but J. Barber added that the Executive Limitations Policy overrides the Purchasing Policy on this matter.

C. Zankl moved that the Board approve entering into a contract with Family Services Regina for crisis support workers. CARRIED.

b. Architectural Services for ongoing maintenance

J. Barber explained that this contract would be primarily for ongoing projects within RPL's service points which require architecture and design. For example, refresh projects at Sherwood Village and Sunrise branches have involved design of spaces. The contract will be non-exclusive, and if a larger project like a new branch came up, that would be handled as a separate process. This is just about working with current facilities.

C. Kobayashi moved that the Board approve entering into a contract with P3Architecture for general architectural services. CARRIED.

10. CALENDAR OF EVENTS

a. Board Work Plan

J. Barber informed the Board that this work in progress document had been requested by the Chair to outline a year for the Board in terms of regular business. Most of the items listed are referred to the Board through a Committee, but generally land on a predictable schedule.

C. Kobayashi asked whether a review of the Strategic Plan would be included on the Work Plan. J. Barber explained that the Strategic Plan review is on a 3-year cycle that happens to end in 2024, but that it is not an annual review item other than through approval of the Annual Plan. The full review of the Strategic Plan will happen in the second half of 2024.

K. Yee moved that the Board receive and file the Board Work Plan for 2024. CARRIED.

11. IN CAMERA SESSION

C. Kobayashi moved that the Board move in-camera. CARRIED.

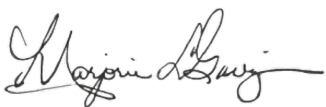
The Board began the in-camera session at 5:31pm.

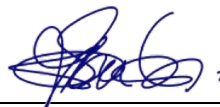
C. Kobayashi moved that the Board end the in-camera session. CARRIED.

The Board returned to the public meeting at 6:11pm.

12. ADJOURNMENT

P. New moved to adjourn the meeting at 6:11pm. CARRIED.



Chair

Secretary