

Georgina Public Library
Library Board Meeting
Agenda
May 21, 2020 @ 7:00 p.m.
Video conference

1. Call to Order
2. First Nations Acknowledgement Statement

“We would like to begin today’s meeting by acknowledging that the Town of Georgina is located over lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship.”

3. Roll Call
4. Introduction of Addendum Items
5. Approval of the Agenda
6. Announcements
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – April 23, 2020
9. Delegations/Speakers
 - a. None
10. Presentations
 - a. Framework for phased re-opening of Library (V. Stevens)
11. Consent Agenda
 - a. Branch Report
 - b. Work Plan Update

c. Financial Statement – April 2020

12. Verbal Communications

- a. CEO Update (V. Stevens)
- b. Board Chair Update (M.C. Macaluso)
- c. Friends of the Library Update (B. Sabatini)

13. Old Business

- a. None

14. New Business

- a. Policy Review: Pets Policy
- b. Discussion: Library Board policies affected by phase 1 of re-opening

15. Other Business For Which No Notice Has Been Given

16. Closed Session - None

17. Next Meeting Date /Time

June 18th, 2020 @ 7:00pm

18. Adjournment

Georgina Public Library Board
Regular Board Meeting Minutes
April 23, 2020 @ 7:00 p.m.
Video Conference

1. Call to Order

The meeting was called to order at 7:00 p.m.

2. First Nations Acknowledgement Statement

"We would like to begin today's meeting by acknowledging that the Town of Georgina is located over lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and thank them for sharing this land. We would also like to acknowledge the Chippewa's of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship."

3. Roll Call

The following Board Members were present:

Mary Catherine Macaluso, Chair
Bobbi Sabatini, Vice Chair
Councillor Dave Neeson
Nancy Rodrigues
Leslie Johnstone
Rita Beechey
Naomi Davison
Shari Hawkins
Adrienne McDowell

The following staff members were in attendance:

Valerie Stevens, Director of Library Services/CEO
Serena Hamlyn, Executive Assistant (Recording Secretary)
Nikki Sutherland, Manager, Library eServices
Lindsay Damecour, CUPE 905.13 Union Representative
Kathy Coates, CUPE 905.13 Union Representative
Dave Reddon, Town of Georgina CAO
Bev Moffat, Town of Georgina Director of Human Resources

4. Chair's Remarks
None

5. Introduction of Addendum Items

Verbal update from the Town of Georgina (D.Reddon, B. Moffat) added under Delegations/Speakers

6. Approval of the Agenda

Moved by Dave Neeson, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2020-017

That the Georgina Public Library Board meeting Agenda of April 23, 2020 be approved as amended.

Carried.

7. Declarations of Pecuniary Interest
None

8. Adoption of the Past Minutes – February 20th, 2020 Georgina Public Library Board Meeting

Moved by Bobbi Sabatini, Seconded by Naomi Davison

RESOLUTION NO. GLB-2020-018

That the Minutes of the February 20th, 2020 Library Board meeting be adopted as circulated.

Carried.

9. Delegations/Speakers
 - a. D. Reddon, B. Moffat – Town of Georgina update

D. Reddon, Town of Georgina CAO, and B. Moffat Town of Georgina Director of Human Resources, provided a high level verbal update to the Library Board on the impact the COVID-19 situation has had on the Town, including staffing and budgetary information.

10. Presentations
 - a. None

11. Consent Agenda
 - a. Branch & CYS Report
 - b. Statistics
 - c. Work Plan Update
 - d. Financial Statement – March 2020

Moved by Nancy Rodrigues, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2020-019

That Item 11 - Consent Agenda be received as presented.

Carried.

12. Verbal Communications
 - a. CEO Update (V. Stevens)

CEO Verbal Update: Impacts of CoVID-19

Community Connections:

- Staff are checking general branch voicemails and general branch emails daily and responding to residents
- Staff are calling our Visiting Library Service members to check in on them (these are typically people who are unable to leave their homes, even in pre-CoVID-19 times)
- launched online chat service on April 20, 2020: residents can contact library staff in real-time
 - Currently staffed by two people on rotation
- launching later this month: telephone chat service, to help serve those people who do not have internet and/or technology capabilities at home
- increased social media content, particularly to help connect people with resources (library and otherwise) for both education and entertainment
- investigated opportunity to provide distribution support to Food Pantry
 - they do not need support at this time but will keep the offer in mind if need increases

Spaces:

- branches were closed to the public as of 6pm on Friday, March 13
- book drops are closed; residents have been asked to keep materials at home (due dates have been extended)
- Peter Gzowski (Sutton) branch carpet replacement (N.B. this is technically a Facilities project, as part of BCAs): continuing with tender process, installation will likely be delayed
- Peter Gzowski (Sutton) branch desk installation: timing is dependent on carpet replacement, therefore is likely delayed

- Keswick branch teen area refurbishment: postponed

People & Leadership:

- Part-time staff were sent to work from home midday on March 18, 2020; a portion of full-time staff were sent to work from home at end of day on March 18, 2020; remaining staff worked in the Keswick branch until being sent to work from home at end of day on March 23, 2020
- Staff have been working hard to adapt to working and providing public service from home, doing tasks that are not typically within their permanent role, learning new technology, etc.
- As of April 5, all of GPL's casual and permanent part-time staff were placed on Declared Emergency Leave (totaling 30 of our 46 staff)
 - 7 casual clerks (non-union), 13 PPT Library Students, 1 PPT Library Assistant, 2 PPT Children & Youth Services Assistants, 7 PPT Library Clerks
 - total number of 46 includes 5 management staff (Director/CEO, Executive Assistant, 3 Managers)
 - one of those 30 placed on DEL has now been seconded to work in Town Communications
- Postponed hiring of PPT eServices technician
- Postponed hiring of Manager, Library Collections
- Postponed hiring of Circulation Coordinator

Programs:

All of GPL's in-person programs have been cancelled until further notice. We are posting some staff-led programs online, and are ramping up production of said programs. Staff are learning new technical skills in order to offer as much as possible online.

Program cancellations of note:

- tax clinics: GPL acts as host for tax clinics for low-income residents, run by Chartered Professional Accountants of Ontario; several clinic sessions were cancelled due to facility closures
- FanFest, one of our biggest events each year, has been cancelled/postponed until further notice

Current Programs:

- Reading Buddies: for school-aged kids with teen "buddies", posted every Tuesday
- Read, Play, Learn: for ages 0-3, posted every Wednesday
- Ready, Set, Kindergarten: for ages 3-5, posted every Thursday
- Poetry Buffet: a poem read by a staff member each day for the remainder of April (National Poetry Month)

- Paint program: learn to paint a simple picture, step by step
- Virtual book clubs for adults: either video chat or conference call

Upcoming Programs:

- Jewels from my Bookshelf video series: library staff share some of their favourites from their home collections, and offer “readalike” suggestions
- 10 fun things to do at home video (relating back to library content available online)
- Trivia Tuesday: interactive Trivia game using Kahoot
- Staff are working on contingency plans for an online TD Summer Reading Club
- Investigating some partnered programs, such as a tax info program and a music

Collections:

- Many vendors have increased access/reduced cost to allow for better access to online resources at home (e.g., Ancestry Library Edition is typically only available in-branch; they have allowed home access for the next couple of months, which has been very popular with residents)
- A portion of GPL’s 2020 budget has been shifted from physical materials to online materials to help meet demand
- Given the length of time that residents will have materials at home during the closure, we expect that there will be a higher level of loss and damage to library materials

Technology:

- Extended online card expiry date: GPL’s online cards are typically valid for 1 month, at which point people have to come in to the library branch to verify their address and get a physical card; we have extended expiry dates until we re-open our branches
- Online card registration and online resource use has seen a significant uptick
 - Numbers to be provided at meeting
- eServices team researched and launched online chat feature
- eServices team is currently researching telephone help options
- Replacement of Pepperlaw branch phone system will be postponed

Library Board:

- Cancelled the scheduled March monthly meeting; resuming monthly Board Meetings virtually, starting on April 23
- Friends of the Library has postponed (cancelled?) their primary fundraiser for the year, the Grate Groan-Up Spelling Bee

Submitted by: Valerie Stevens

b. SOLS meeting update (N. Rodrigues)

N. Rodrigues provided a summary of what was covered at the Virtual SOLS meeting held on April 18th.

c. Board Chair Update (M.C. Macaluso)

- The Board Chair attended the Virtual SOLS meeting
- The Board Chair expressed her gratitude to the CEO and to the Board members for their support during this time

d. Friends of the Library Update (B.Sabatini)

- The Euchre Tournament was held on March 8. It was, once again, a successful event, with the 12 attendees all having a great time. Any plans for a future tournament are on hold for the time being
- Tomorrow, April 24, was meant to be the day of the Grate Groan-Up Spelling Bee. At this time, the event is in a postponement. Depending on how long social distancing measures are in place, it may end up being cancelled for this year, returning next year
- The Friends have been discussing making a donation of \$5,000 to purchase books for kids and families who are isolated at home

Moved by Shari Hawkins, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2020-020

That items 12 a., b., and c. – Verbal Communications be received as presented.

Carried.

13. Old Business
None

14. New Business

a. Policy Review: Board Structure Bylaw

The Library Board members reviewed the proposed amendments to the Library Board Structure Bylaw.

Moved by Dave Neeson, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2020-021

That the Library Board Structure Bylaws be adopted as presented and as amended with respect to the CEOs authority and the responsibility of the Board.

Carried.

15. Other Business For Which No Notice Has Been Given

The Board members held a discussion regarding honorariums.

16. Closed Session

None – The planned Closed Meeting was cancelled

17. Adjournment

Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2020-022

That the Georgina Public Library Board meeting of April 23, 2020 adjourn at 8:58 pm

Carried.

18. Next Meeting Date /Time

May 21st, 2020 @ 7:00 p.m.

JOINT BRANCH REPORT – APRIL 2020

Submitted by: Ryan Moniz – Manager, Library Customer Experience
Becky Stark – Manager, Library Community Engagement
Nikki Sutherland – Manager, Library eServices

COMMUNITY CONNECTIONS

- Joe Connors from Connors Music appeared in several videos as part of our library programming in the month of April, including a poetry reading, a storybook reading with daughter Charlotte, and a joint video with Amanda Connors about creating a 72-hour emergency kit for your family. He has also filmed an “Intro to Ukulele” video for our “Maker Space” series, which will debut in May.
- Patrick Devine and Gail Johnston, community members and supporters of the library, coordinated with Jo Scott to submit special guest video recordings of themselves reading stories as part of our Reading Buddies program.
- Becky Stark is in discussion with several community contacts to present live or pre-recorded online programs for adults in May and June. These include Emily Trotter doing a financial tips program, and Allison Danger doing a comic book writing workshop.
- Staff connected with administrative staff from both the York Catholic District School Board and York Region District School Board to share information regarding library online resources available to families and student. A library promotional flyer was shared and circulated throughout both school boards.

SPACES

- The library remained closed to the public for the entire month of April due to the COVID-19 pandemic. Drop boxes were also closed.
- While the Sutton Carpet Replacement Project was initially delayed the bid has now gone out for tender with responses from several contractors. There will be a site visit conducted on May 19, 2020 with facility staff from the Town of Georgina in attendance. Library staff are not required to be on-site for this site visit.
- The Sutton Desk Replacement Project is also on hold as the builder (Palmieri) has stopped all work. Ryan Moniz will follow up with the vendor in May to determine status.

PEOPLE AND LEADERSHIP

- 29 Part-time staff, Casual staff, and Library Students were put on leave starting April 4. This accounts for 63% of our total staff (46 total, including management and vacant positions). One PPT staff member was redeployed to Town Communications.
 - Management has coordinated a weekly optional Zoom meeting for all staff (including those on leave) to ensure that each staff member feels connected to their colleagues and is aware of the latest news provided by the Town. Staff are encouraged to join and share well-being updates with their peers in an effort to reduce social isolation.
- All staff have stepped up to take on duties that are completely new to them as we have refocused our efforts on providing more online programming and more customer service via email, chat, and phone. Lindsay Damecour, Jenn Day, Amanda Connors, and Erin McQuaig have worked closely with Becky Stark to create online programming for adults, and Jenn and

Amanda have also volunteered to work with Becky and Jo on this year's Summer Reading Club. Kathy Coates, Karen Brohm, and Sherrey Helleman have focused on communicating with residents more directly via email, phone, and our new online chat feature. Jo Scott now provides children's programming from home via YouTube video. We are gathering positive patron feedback about all of these initiatives.

- After nearly seven years with Georgina Public Library, Celine Forrester retired effective April 17th, 2020.

COLLECTIONS & PROGRAMS

- With tremendous support from Nikki and Ruth, and despite the challenges of learning new technology in a short time frame, GPL staff created a range of online programs for children and adults in the month of April. Our children's programs were modelled closely after our in-person programs, to give our families the comforting consistency of a familiar face and familiar routines. Our adult programs have been a mixture of new content and online versions of familiar in-person programs such as Book Club and Painters Circle.
- Watch for more new adult programs coming in May, and the start of a new online Summer Reading Club in June!
- Lindsay Damecour hosted the first virtual Sutton Book Club meeting with resounding success. Attendees were thrilled to have an opportunity to interact with library staff and their peers. A total of 13 residents took part in the program that included both a book review discussion along with a well-being update from those in attendance. A virtual book club is now place for May with the same group and staff are now exploring how this experience may be shared with a larger overall group.

Dates	Program Name	Platform/format	Total views/ participants*
Various	One-on-one technology help (Ruth)	Email, chat, phone	10
April 1	Quarantine-o-ween Storytime	Pre-recorded video	44
April 7, 14, 21, 28	Reading Buddies	Pre-recorded video	255
April 8, 15, 22, 29	Read Play Learn	Pre-recorded video	138
April 9, 16, 27	Ready Set Kindergarten	Pre-recorded video	204
April 8	How to make playdough	Pre-recorded video	61
April 9	Easter activities with Rachel	Pre-recorded video	27
Daily, April 16-30	Poetry Buffet	Pre-recorded video	389
April 17	The Maker Space: How to paint sand cherries	Pre-recorded video	40
April 28	Trivia Tuesday: GPL edition	Kahoot	45
April 30	Sutton Book Club	Zoom	13
		TOTAL (adult prog. only)	1226 (497)

**as of May 12, 2020*

TECHNOLOGY

- GPL implemented online chat as of April 20th and we have had 9 chats with patrons during the month of April. Hours of operation are Monday – Friday, 9 AM to 2 PM. We have had 14 conversations with patrons so far in the month of May (as of May 12), so usage is definitely increasing. We are investigating ways to extend online chat hours of service.

2020 Work Plan – May Update

Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Succession Planning	Board Chair	Q2	Q4		Deferred from 2019
Emergency Preparedness	Val Stevens	Q2	Q3	Deferred	Deferred from 2019
Library Advocacy	Board	Q1	n/a	On going	In support of the MURC Discovery Branch.
CEO Annual Performance Review	Board	Q1	Q3		
2019 Annual Report	Val Stevens	Q2	Q3		
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	Q4	In Progress	Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library. Currently with School lawyers.
Library & School Boards Agreement on Sutton Branch	Val Stevens	Q1-2019	Q4	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer.
MoU between Library Board & Town	Val Stevens	Q3	Q4/Q1 2021		Memorandum of Understanding between Library Board and Town.

Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	2021	In Progress	Detailed design session with architects & library managers Feb 6
Teen area-Keswick branch	Becky Stark	Q3	Q4		Likely delayed due to pandemic; updated start and end to reflect this
Sutton Service Counter	Ryan Moniz	Q1-2019	Q3	In Progress	To be coordinated with SN carpet replacement
Pefferlaw children's area furniture	Becky Stark	Q3	Q4		Likely delayed due to pandemic; updated start and end to reflect this
Upgrade Pefferlaw phone system	Nikki Sutherland	Q3	Q4/Q1 2021		Likely delayed due to pandemic; updated start and end to reflect this

iPad for Programming	Becky Stark	Q3	Q3		Likely delayed due to pandemic; updated start and end to reflect this
Update Accessible computer station software	Nikki Sutherland	Q1	Q2	In Progress	Software has been ordered; can install when branches re-open
Update self-check units	Nikki Sutherland	Q1	Q2	In Progress	Waiting on Monitors and Scanners
Cell phones for managers	Val Stevens	Q1	Q2	In Progress	Three managers have cell phones; fourth will be ordered when fourth manager is in place

Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Becky Stark	Q1	Q3	In Progress	Grant applications have been submitted.
Summer Reading Club Assistant-wage increase	Becky Stark	Q2	Q2		SRCA wages increased to match 90% Library Clerk I.
Additional evening hours-Sutton	Val Stevens	Q1	Q1	Completed	12 hours added on weekday evenings in Sutton, starting with new staff schedule effective Feb 22, 2020.
Library Executive Assistant-increase hours	Val Stevens	Q1	Q1	Completed	Permanent hours increased as of Jan 1, 2020.
eServices Technician-new P/T position	Nikki Sutherland	Q1	Q3		21 hrs/wk;
Adult Programming support	Becky Stark	Q1	Q3		3 hrs/wk to provide support for adult programming; delayed due to pandemic; updated end date to reflect this

Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
BlueCloud Mobile app	Nikki Sutherland	Q2-2019	Q2	In Progress	Waiting on final bugs to be cleaned up
ILLO materials & postage	Val Stevens/ Collections Mgr.	Q1	ongoing	In Progress	Will be included in annual operating budget.
Telephone contracts/ maintenance agreement	Nikki Sutherland	Q2	Q4		Ongoing maintenance agreement costs in operating budget.
FanFest 5	Becky Stark	Q2	Q3/Q4		Delayed/possibly cancelled due to pandemic

Georgina Public Library

Financial Statement - April 2020

Date: May 6, 2020

	2020 Actuals	2020 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	827,406.67	2,482,220	1,654,813	33%	33%	Pro-rated
Provincial Grants	20,867	62,600	41,733	33%	33%	Pro-rated
Misc Grants	-	9,240	9,240	0%	33%	
School Board Revenue	19,500	58,500	39,000	33%	33%	Pro-rated
Donations	299	1,800	1,501	17%	33%	
Fines	4,065	27,100	23,035	15%	33%	
Misc Fees	209	3,100	2,891	7%	33%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	1,586	8,500	6,914	19%	33%	
Program Registrations	932	4,200	3,268	22%	33%	
Book Sale	292	2,400	2,108	12%	33%	
Room Rentals	1,686	4,100	2,414	41%	33%	
Provision from Reserve	-	-	-	100%	33%	2020 Budget of zero
Total Revenues	876,844	2,663,760	1,786,916	33%	33%	
Expenses						
Salaries & Benefits	454,485	1,881,360	1,426,875	24%	33%	
Library Board	880	4,800	3,920	18%	33%	
Library Operations	77,421	336,250	258,829	23%	33%	Utilities, cleaning, courier, supplies, etc.
Training	509	18,800	18,291	3%	33%	
Collections	52,519	228,520	176,001	23%	33%	
Telecommunications	5,516	20,040	14,524	28%	33%	
Misc	90	2,100	2,010	4%	33%	
Contribution to Reserve	56,963	170,890	113,927	33%	33%	Pro-rated
Total Expenses	648,384	2,662,760	2,014,376	24%	33%	
Net	228,460	1,000	(227,460)			

Georgina Public Library Board Policy Manual

Policy Title: Pets Policy

Intent

Animals can present significant public health issues in a public space to both members of the public and staff, and as such must have restricted access to library facilities.

Regulations

No pets are allowed within the library branches ~~libraries~~, with the exception of registered service animals, or as part of an approved library program.

POLICY HISTORY:	
Initial Draft	November 22, 2006
Draft Presentation Review	June 28, 2007
Board Presentation:	August 16, 2007
Board Adoption:	August 16, 2007 ⁷ January 2016
<u>Board Review:</u>	<u>January 2016, May</u> <u>21, 2020</u>