



Haldimand County Public Library
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MINUTES

of a meeting of the Haldimand County Public Library Board
Monday, August 24th, 2020
Cayuga Library, 3:00 pm

Present:	Linda Van Ede, Chair	Mary Kent
	Pat MacDonald, Vice-Chair	Regrets: Catherine Rozman
	Jo Geary	Malcom Millar
	Paul Diette, CEO	Absent: Rob Shirton, Councilor

1. Call to Order

Linda Van Ede called the meeting to order at 3:01 pm.

2. Adoption of Agenda

20-16 **MOVED** by Pat MacDonald, **SECONDED** by Jo Geary
THAT the Agenda be adopted as circulated.
CARRIED.

3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

4. Approval of previous Minutes

20-17 **MOVED** by Jo Geary, **SECONDED** by Mary Kent
THAT the Minutes of June 25, 2020 be adopted.
CARRIED.

5. Staff and Board Reports

5.1 Cash Flow Statement, June and July 2020

20-18 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent
THAT the Summary Cash Flow statement be accepted.
CARRIED.

5.2 Monthly Activity Reports, June and July 2020

The reports were received as information.

5.3 New Cayuga Branch Project

No new business.

5.4 New Hagersville Branch

On August 7th, the Ontario Ministry of Infrastructure informed Haldimand County CAO Craig Manley that the Hagersville Library and Active Living Centre project was declined Investing in Canada Infrastructure Program (ICIP) funding. Portions of the notification to the CAO were reproduced in the Board package. The Library CEO will follow up in August with the County's senior managers to determine when and how a library-only project may proceed.

6 Business Arising

6.1 Re-Opening Procedures: Phase 3

On July 20th, the Province announced that the Haldimand Norfolk Health Unit region was permitted to advance to Stage 3 reopening procedures effective July 24th. For public libraries, Stage 3 permits the re-opening of all on-site services provided materials that circulated, returned or accessed within the library are disinfected or quarantined before being recirculated. Representatives from the Southern Ontario Library Service (SOLS) subsequently confirmed with the Ministry that "accessed" items means items that are heavily handled and not touched on a temporary basis. A reference book, for instance, that is read in the library for research purposes or a picture book read cover-to-cover by a parent to a child would require quarantining. A book that is moved by a patron or whose cover or inside blurb is briefly reviewed does not require quarantining. During Phase 3, library patrons are permitted to freely browse library collections and programming can resume provided social distancing protocols are upheld.

In late July, the CEO and Branch Coordinator visited each branch to remove barriers erected during Phase 2 to prevent patrons from accessing collections, affix social distancing signage throughout the facilities, and instruct staff on new Phase 3 protocols. It was decided that opening to the public under Phase 3 measures on Tuesday, August 4th was an attainable goal.

Phase 3 measures and changes in service delivery at the library include the following:

STAFFING

- Effective the week of August 4th, library pages will be asked to resume their normal shifts. Once pages have returned, all library employees will have been called back.
- As much as possible, branch schedules will include each employee's typical weekly allotment of hours and will limit the number of branches at which each employee is asked to work.
- Hours of operation will remain unchanged from Phase 2 schedules. The Dunnville and Caledonia branches will continue to be closed Sundays until activity levels warrant resumption of those shifts. This minor cost savings approach will also help somewhat to offset anticipated fine and programming revenue shortfalls.
- Work-from-home opportunities will continue to be granted to select employees whose responsibilities lend themselves to this practice. Specifically, the Community Outreach Coordinator and Online Resource Instructor are able to complete some of their hours remotely.
- Volunteers will not be permitted in the workplace until September, giving workplaces an opportunity to first meet other Phase 3 challenges and to provide more time for activity levels to increase.
- DDHA members will be allowed to re-staff the second floor history room in Dunnville on a limited basis. Only one volunteer and one patron will be permitted in the room at a time and face coverings will be required when engaging with the public. Similar procedures will be implemented at the Selkirk Library for members of the North Erie Shore Historical Society and at the Jarvis Branch for the volunteer who maintains that branch's local history collection.
- Home deliveries by volunteers will follow procedures outlined in the Phase 2 re-opening plan.

SANITIZATION AND PUBLIC HEALTH MEASURES

- Haldimand County By-law Number 2191/20, approved by Council on July 27th, imposes temporary regulations regarding the wearing of face coverings within enclosed public spaces. Workplaces fall into one of two categories. Category 1 workplaces include grocery stores, banks, and larger retail establishments and face coverings must be worn by visitors effective August 1st. Exemptions for persons with medical conditions, disabilities, and children under the age of 10 are included in the By-law and presentation of proof of exemption is not required. Category 2 businesses, which include public libraries, arenas and smaller retail establishments, must ensure 2-metre distancing among clientele and request that face coverings be worn if and when that distance cannot be achieved. In keeping with this By-law, face masks will not be mandatory in libraries when Phase 3 operations commence August 4th. The Board, however, may further review this issue and adopt a policy of requiring the public to wear face masks while in library facilities.
- Library staff will be asked to wear face masks rather than face shields. Masks will be provided to all staff members by the County and employees may wear personal masks if preferred. Staff will adhere to Haldimand County's *COVID-19 Face Coverings in Municipal Buildings* standard operating procedure, adopted July 29th. Masks will not be required in staff work areas or offices when distancing can be achieved or behind plexi-glass guards at service desks.
- Staff will increase cleaning, with approved products, of surfaces routinely touched by members of the public, including door handles, circulation desk countertops, public computer work surfaces, chairs, automatic door push buttons, and public washroom fixtures. Study tables, elevator buttons and various other surfaces have been added to the list now that the public can browse collections.

- All children’s toys, plush animals and games have been discarded or placed in storage, including textured or interactive board and picture books.
- In addition to hand sanitizer dispensers placed at all entrances, service counters and public computer workstations in Phase 2, additional dispensers will be added throughout common areas.
- Keyboard films/protective layers for myHC kiosk stations will be installed. Additional films for public computers have also been ordered.
- Self-assessment screening notices attached to sandwich boards will remain at all entrances.
- The public water cooler at the Dunnville Branch will remain inaccessible.

SOCIAL DISTANCING MEASURES

- The Province’s Phase 3 guidelines include an indoor gathering limit of 50 people. The 30% capacity calculations followed during earlier phases no longer apply. The CEO and Branch Coordinator measured public areas at each branch and determined that in all six cases, at least 50 people could be accommodated while maintaining two metres of separation. However, since it is not reasonable to assume individuals would stand amongst shelves in grid formation to achieve such separation and would instead tend to cluster around service desks, it was decided that a maximum of 25 visitors would be used as a common guideline. Staff have been instructed to perform a head count when they sense upwards of twenty-five individuals are on site and, if that number is reached, proceed to control the number of people coming in at entrances.
- Seating has been repositioned or removed and stored in quarantine rooms to ensure 2 metres of separation. Only vinyl, wood or plastic-surfaced chairs remain accessible, while all fabric-covered seating is now in storage.
- Separate entrances and exits will remain in place at the Dunnville, Cayuga and Selkirk branches. Double-doors at the Caledonia and Jarvis branches will continue to serve both purposes, with one door clearly marked as the side from which to enter and the second door marked as the side through which to exit. Signage at the Hagersville branch asks patrons to cede to and keep two metres back from anyone already using the single doorway. At all branches with vestibules, the secondary set of doors will remain propped open during hours of operation to ease congestion and reduce the number of touched surfaces encountered by visitors.
- Floor markings designating queue positions at service desks will remain in place, but at some branches will be reduced in number.
- Directional arrows will not be used to control traffic direction between shelving aisles. Instead, a limit of one user (or one family pod) in an aisle at a time will be requested. Large signs at entrances will announce the “one person per aisle” rule, along with numerous signs posted at the ends of shelf ranges.
- Plexiglass shields installed at circulation counters in Phase 2 will remain in place.

PUBLIC WASHROOMS

- Only one public washroom will remain open at each branch during this phase and, where they exist, washrooms with accessibility features have been selected. The availability of washrooms encourages hand-washing practices and signage outlining proper hand-washing techniques has

been posted at washroom sinks. Staff will continue to ensure that adequate supplies of soap and paper towels are always available and frequently refilled. To facilitate sanitization efforts by staff, secondary and tertiary washrooms will remain off-limits unless and until demand warrants their re-opening. Frequently touched washroom surfaces, including door and toilet handles, door push buttons, change tables, soap and paper towel dispensing units, light switches and faucets are routinely disinfected by staff. Washroom garbage pails are also emptied at least once daily.

CIRCULATION AND COLLECTION MANAGEMENT

- Curbside pickup services remain available upon request. During Phase 2, demand for the service dwindled to about three instances per week per branch.
- Whenever possible, staff will not handle library cards and instead will ask patrons to present the card barcode-side facing for scanning purposes.
- Overdue charges will be reinstated August 4th. The CEO discussed abandoning the fines model permanently with the Haldimand County Treasurer and General Manager of Financial & Data Services in June and was advised to reinstate the process in an effort to mitigate revenue losses this fiscal year.
- Loan periods were modified when Curbside services were launched, with all materials checking out for three weeks. One-week loan periods for movies and magazines will be reinstated on September 8th. While many patrons have expressed appreciation over the past few months for lengthened checkout times, the measure has resulted in significant circulation reductions and much longer waiting periods for in-demand, new releases.
- Interior return bins located near entrances will remain in place and have proven expedient in shifting materials to quarantine rooms.
- Yellow bins previously used for curbside services will be repurposed as return bins and positioned throughout collections. Patrons will be encouraged to deposit heavily-handled items in these bins when browsing materials and staff will routinely move those items to quarantine. The status of these items will be updated in the ILS database to track their location by checking them out to a branch “quarantine” account for three days.
- All returned materials will continue to be quarantined for a minimum of three days (72 hours) before further processing. Quarantining procedures and routines developed for the Curbside Pickup Service phase will still apply with in-house, heavily-handled items being added.
- Units displaying new items and materials on timely topics or chosen themes will be repositioned and restocked.
- All brochures and pamphlets removed during Phase 2 from circulation desk and display stands will be restocked.
- Small tables with book sale items will once again be made available. Inventory and collection weeding procedures continued throughout the spring and summer and the amount of materials available for sale exceeds the space needed to retail it. Consequently, staff have been asked to periodically set some materials aside for recycling.
- Book sale procedures at the Dunnville Branch will be further discussed with the Friends of the Library in September in an effort to devise alternative retail approaches to selling the large inventory of materials amassed earlier in the year along with branch discards.
- Interlibrary loan procedures will resume in early August. The regional courier will begin deliveries the week of August 10th with one member library (Hamilton) commencing

participation by early September. The Haldimand County Public Library's loan status has been changed to both "lending and receiving" on the provincial Interloan website. Approximately 30% of libraries in the Province now have this status, with more coming back on board each week. Branch staff who perform loan requests have been provided a list of fully operational libraries so that only those libraries are asked for materials for Haldimand County residents, streamlining the request process.

PUBLIC COMPUTERS, WIRELESS ACCESS & PHOTOCOPIERS/PRINTERS

- Procedures adopted for the use of public computers in Phase 2 will continue to be followed. Two public computer workstations (each) will be available at the Caledonia, Dunnville, Jarvis and Selkirk branches. Three stations will be operational in Hagersville and one station will be available in Cayuga. 30-minute intervals between bookings will be adhered in order to provide staff sufficient time to disinfect previously used stations.
- Wireless connections will no longer be controllable; however, staff will continue to encourage patrons to "book" a wireless workspace in order that staff can sanitize work surfaces and chairs between uses.
- Copy and print units will remain in staff areas or behind barrier, inaccessible to the public. Staff will handle all print and copy requests. Although located in a public space, the copy unit at the Hagersville Branch is near the circulation desk and can be easily monitored by employees.
- myHC hub kiosks will be continue to be available at five branches. The station in Cayuga will remain inaccessible due to its proximity to the bookable public computer.

PAYMENTS

- To minimize the number of cash transactions, fine payments will continue to be accepted only when \$20 or greater is owed by patrons. Computer printout, fax, and photocopy charges will also be added to patron accounts whenever possible. Payments from users who do not have memberships will need to be accepted at the time of service transaction.
- An online payment option through Virtual City Hall has been developed by Finance Division staff and Library staff will be instructed on payment procedures.

MEETING ROOMS

- Meeting rooms at all branches will continue to be used for quarantining materials and storing furniture removed from general areas to adhere to social distancing requirements. Depending

on the size of the room, there may or may not be adequate space remaining in which small meetings could be held.

- The meeting room at the Hagersville Branch, due to its small size, cannot accommodate a meeting and will therefore not be booked for the remainder of 2020.
- The meeting rooms at the Jarvis and Cayuga branch may accommodate up to five individuals with social distancing in place. Potential booking applicants will be advised of the room limitations.
- Adjacent to the Haller meeting room at the Caledonia branch, the Zehr's Computer Lab has not been used for storing or quarantining purposes and can accommodate up to 6 individuals with social distancing in place. The Zehr's Lab will be made available for bookings and will also host small library programs and County staff meetings.
- The second floor program room at the Dunnville branch is not being used for storing and quarantining purposes and can be booked, provided meetings take place during library hours of operation (no separate entrance). Room capacity while maintaining social distancing will be calculated prior to any bookings.
- Standard room rental rates will apply; however, because in most cases room capacities will be limited, the CEO expects to negotiate lower rates with some applicants.

STUDY ROOMS

- Study rooms at the Dunnville, Cayuga and Jarvis branches will again be available. Patrons will be required to book the two, second-floor study rooms in Dunnville and will be provided with a key fob to access the rooms, as was the procedure pre-closure.
- A maximum of two individuals will be permitted in each room in order to achieve social distancing requirements.
- Persons using the study rooms will be encouraged to stay no longer than one hour.

PROGRAMMING

- The CEO, Branch Coordinator, Community Outreach Coordinator and Online Resource Instructor will meet on August 28th to discuss programming opportunities and limitations. Social distancing, reduced room capacities, existing parental challenges and numerous other challenges will be discussed in order to devise a programming plan, for both children's and adult activities, for the remaining months of 2020. Members of the team will then meet with children's programmers from each branch for further input.

7. Standing Items

7.1 Strategic Plan

No new business.

7.2 Policies Review: Face Coverings

Haldimand County By-law Number 2191/20, approved by Council on July 27th, specifies that libraries are Category 2 facilities and visitors are therefore required to wear face coverings only when social distancing cannot be achieved. A copy of the By-law was reproduced in the Board package and was reviewed with consideration given to a policy mandating face coverings at all times by patrons. The Board decided to follow the By-law without changes but reconsider the need for additional measures should they be warranted in the months to come.

7.3 Reporting Requirements: Public Library Operating Grant / Variance Report

The CEO submitted an online application form for the annual Public Library Operating Grant (PLOG), which includes a pay equity reimbursement grant, on July 18th. The application process was followed by online submission of the 2019 annual survey, including financial, staffing, circulation, programming and collection statistics on August 13th. Completion of the annual survey is required in order to receive the grant, which is budgeted at \$81,750.

In August, the CEO will prepare a budget variance report as requested by the County's Finance Division and to be reviewed by the Senior Management Team. The report will include estimates of year-end revenue and expense totals, summarize anticipated shortfalls and highlight accounts in which potential savings may mitigate revenue losses or over-expenditures elsewhere in the budget. The variance report will be included in the September Board package.

8. New Business

8.1 CEO Performance Appraisal Committee (In-Camera)

The Committee presented its annual performance appraisal of the CEO during an in-camera session.

20-20 MOVED by Pat MacDonald, SECONDED by Jo Geary
THAT the meeting go in camera at 4:05 pm.
CARRIED.

20-21 MOVED by Mary Kent, SECONDED by Pat MacDonald
THAT the meeting come out of camera at 4:25 pm.
CARRIED.

9: Date and Place of Next Meeting (TBD)

The next meeting will be held in person on Thursday, September 24th, 5:00 pm at the Dunnville Branch, 2nd floor program room.

10: Adjournment

20-22 **MOVED** by Pat MacDonald, **SECONDED** by Jo Geary
THAT the meeting adjourn at 4:38 pm.
CARRIED.

Linda Van Ede, Chair

Date