



**Haldimand County Public Library**  
**1-117 Forest Street East**  
**Dunnville ON N1A 1B9**  
**(905) 318 5932**

## MINUTES

of a meeting of the Haldimand County Public Library Board  
Thursday, May 23, 2019  
Hagersville Library : Meeting Room

<b>Present:</b>	Linda Van Ede, Chair	Malcolm Millar
	Pat MacDonald, Vice Chair	Catherine Rozman
	Rob Shirton, Councillor	Regrets: Mary Kent
	Paul Diette, CEO	Regrets: Jo Geary

### 1. Call to Order

Linda Van Ede called the meeting to order at 5:31 pm.

### 2. Adoption of Agenda

**19-18** **MOVED** by Pat MacDonald, **SECONDED** by Malcolm Millar  
**THAT** the Agenda be adopted as circulated with meeting adjournment time amended from 6:20 pm to 8:30 pm.  
**CARRIED.**

### 3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

### 4. Approval of previous Minutes

**19-19** **MOVED** by Malcolm Millar, **SECONDED** by Catherine Rozman  
**THAT** the Minutes of April 25, 2019 be adopted.  
**CARRIED.**

### 5. Staff and Board Reports

#### *5.1 Cash Flow Statement, April 2019*

**19-20** **MOVED** by Pat MacDonald, **SECONDED** by Malcolm Millar  
**THAT** the Summary Cash Flow statement be accepted.

**CARRIED.**

### ***5.2 Monthly Activity Report, April 2019***

The report was received as information.

### ***5.3 New Cayuga Branch Project***

The Haldimand County Library & Heritage Centre Building Committee met on-site with contractors Reid & Deleye on April 3<sup>rd</sup> and April 17<sup>th</sup> to review construction matters. Items discussed included:

- masonry support completion with electrical box accommodation within brick coursing;
- roofing, soffit and fascia work to be finished after masonry completion;
- exterior book drop ordered with 30-day delivery expectation;
- large door from current museum to be installed in new exhibit room;
- condition of electrical floor boxes in polished concrete hallway;
- quality of brickwork coursing and consistency of brick colour patterns;
- light fixture installation;
- ceiling and truss painting completed;
- fire extinguisher installation;
- outstanding exterior lights installation;
- ditch inlet catch basin;
- exhaust piping (intake/exhaust) work completed.

At the April 17<sup>th</sup> meeting, architect Bill Curran presented mural concepts for various locations within the building, including walls in the program room, vestibules, circulation desk area and exhibit room entrance. Draft images of the proposed murals were included in the Board package. Some concerns over the mural plans were shared with the architect, Bill Curran, and the project manager, Ashley Schaeffer:

- the large map collage in the program room may limit the ability to display art works on the wall, using a rail system;
- the mural proposed for the wall left of the exhibit room entrance has a distinct children's theme and may be inappropriate above an adult collection;
- the mural proposed for the wall left of the circulation desk is in a location originally earmarked for slatwall displays and because of its large size may detract from other pieces and displays in the building and prove distracting to patrons being serviced at the counter;
- the origin and meaning of the murals may be questioned by visitors; our preference is for art designed locally and holding local significance.

### ***5.4 New Hagersville Branch***

The CEO continued work on developing a survey/questionnaire for public distribution, both in print and online, seeking feedback from the community on the proposed project. He will meet with Councillor Dalimonte to review the survey prior to publication.

**6.1 2019 Ontario Provincial Budget: Impact on SOLS / Interlibrary Loans**

Following Ministry cuts to the SOLS budget and the suspension of interlibrary loan activities in late April, Library staff posted notifications online and within facilities regarding the discontinuation of interlibrary loan services and describing the impact of the elimination of SOLS' courier services on interbranch deliveries. When SOLS ceased van deliveries between library systems, deliveries between HCPL branches also ended as the Library formerly contracted with SOLS for internal carrier services as well.

The CEO contacted over two dozen regional courier companies, including that which delivers documents and materials between Haldimand County municipal offices, in an attempt to secure alternate delivery arrangements but was unsuccessful. Annually, approximately 55,000 items are exchanged between HCPL's six branches and to ensure this important service was not adversely affected by the absence of a courier contract, the CEO met with key staff to develop a delivery plan. Six staff members, including the Branch Co-ordinator(s), two Senior Library Assistants, the Community Outreach Co-ordinator, a Cataloguer and the CEO, all of whom routinely travel between certain branches, will take materials while en route. These deliveries, albeit an inconvenience, do not involve any costs with the exception of the cataloguer's mileage. Additionally, a plan for other staff members to make scheduled delivery trips between branches was prepared and will be implemented once volumes and exchange patterns are better defined. The CEO has calculated that the costs of such scheduled deliveries, including mileage and added hours, will be slightly less than the previous SOLS courier contract and can be covered within the existing, approved operating budget.

Many patrons displeased with the interlibrary loan service disruption contacted MPP Toby Barrett's office and an office representative later called the CEO to explain the Ministry's position, obtain feedback, and listen to the Library's concerns. Shortly after this discussion, a letter from Michael Tibollo, Ontario Minister of Tourism, Culture and Sport, was emailed (on April 30<sup>th</sup>) to all library CEOs in Ontario and a copy of that letter was included in the Board package. The Minister's letter referred to the resumption of interlibrary activities by SOLS, using Canada Post for deliveries rather than van couriers. On May 16<sup>th</sup>, MPP Toby Barrett's office again contacted the CEO to provide updates on the Ministry's position. The CEO expressed additional concerns regarding a Canada Post delivery system:

- Canada Post's library mailing rate is heavily subsidized and there is a risk that if this rate is re-evaluated by Canada Post and is later increased, shipping costs will get very expensive very fast;
- The Ontario Public Libraries Act prohibits libraries from charging for interlibrary loan services and therefore the library is unable to recoup mailing costs directly from users;
- Postage account budgets were approved by Council within our operating budget earlier this year and did not include amounts to cover this new process;
- Even if Council approves higher postage budgets in 2020, the budgets will have set amounts and this may necessitate placing limits on the number of items we can ship and the number of requests we can take from users;

- More staff time will be required to process mailings as each loan will need to be mailed separately in specifically-sized packages and taken to local post offices. When branches are not open on days Canada Post deliveries are attempted, pick-up cards will be left and staff will also have to make special trips to the post office or alternative locations to retrieve materials.

Several media outlets, including The Sachem, The Haldimand Press, and CBC Radio Hamilton, contacted the CEO in late April and early May to obtain information on the impact of the SOLS' budget cut on local libraries and to ascertain the library's position on the issue. The April 28<sup>th</sup> *Sachem* article by Tamara Botting was included in the Board package.

## **6.2 Memorandum of Understanding: Haldimand County Community Hubs**

A *Memorandum of Understanding* (MOU) has been drafted by Haldimand County Corporate & Social Services outlining the principles and parameters of the community hubs agreement between the County and the Library Board. The MOU is currently being reviewed by the Manager of Corporate & Social Services and the Library CEO; the final version will be presented to Council-in-Committee in June and will be included in the June Library Board package for approvals.

## **7. Standing Items**

### **7.1 Strategic Plan**

No new business.

### **7.2 Policies Review: Privacy Policy (OP-01) and Video Surveillance Policy (OP-02).**

Two operations policies, OP-01 (Privacy Policy) and OP-02 (Security Video Surveillance Systems Policy) were included in the package for review.

No changes to either policy were recommended or approved following Board review.

### **7.3 Reporting Requirements**

No new business.

## 8. New Business

### 8.1 *Haldimand Norfolk Health & Social Services Cooling Stations*

In April, a representative from Haldimand Norfolk Health & Social Services contacted the CEO regarding a report from the Agency to be presented to Council later this season. HNH&SS will be initiating a heat alert program in Haldimand and Norfolk Counties. The agency will issue public notifications and messaging in response to heat waves, with **heat warnings** issued when temperatures are above 31 degrees Celsius and not below 20 degrees Celsius and when the humidex is greater than 40 for two days, and with **extended heat warnings** issued when the same conditions exist for three days or more.

Library branches will be advertised by the agency as “relief stations”, places where the public can go for air conditioning. The CEO advised the agency that none of the branches has water fountains, but that water is available from restroom taps and, at the Dunnville Branch, the Friends of the Library operate a water cooler.

Library branches have been places of comfort on extremely hot and humid days for many years. The alert notification process may, however, increase the number of people seeking relief at our locations. Staff have been asked to observe the number of people visiting for this reason and identify any pressures on seating options or related issues.

### 8.2 *Regional CEO Meeting*

On May 10<sup>th</sup>, the CEO met with Feather Maracle, Heather King, Kelly Bernstein and Rae-Lynn Aramburo, the CEOs of the Six Nations, Norfolk County, Brant County and Brantford Public Libraries, respectively, in Ohsweken. Feather provided an overview of the status of First Nations libraries in Ontario as well as a tour of the Six Nations facility. Topics discussed by the group included current interlibrary loan challenges; possible initiatives with the local school boards, including a “*library cards for everyone*” program; materials budgets; and, social return on investment (SROI) calculations for use in promoting the value of libraries to stakeholders.

## 9: Date and Place of Next Meeting (TBD)

The next meeting is scheduled for 5:30pm, Thursday, June 27<sup>th</sup> at the Caledonia Branch Meeting Room.

## 10: Adjournment

**19-21** **MOVED** by Malcolm Millar, **SECONDED** by Rob Shirton  
THAT the meeting adjourn at 7:39 pm.  
**CARRIED.**

---

Linda Van Ede, Chair

---

Date