



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, October 24, 2019
Cayuga Library : Program Room

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

1. Call to Order

Linda Van Ede called the meeting to order at 5:34 pm.

2. Adoption of Agenda

19-45 MOVED by Mary Kent, **SECONDED** by Jo Geary
THAT the Agenda be adopted with the addition of *Item 8.2, Past Board Member Information*
and *8.3, Christmas Holiday Hours and Board Dinner*.
CARRIED.

3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

4. Approval of previous Minutes

19-46 MOVED by Pat MacDonald, **SECONDED** by Mary Kent
THAT the Minutes of September 26, 2019 be adopted.
CARRIED.

5. Staff and Board Reports

5.1 Cash Flow Statement, September 2019

19-47 **MOVED** by Rob Shirton, **SECONDED** by Catherine Rozman
THAT the Summary Cash Flow statement be accepted.
CARRIED.

5.2 Monthly Activity Report, September 2019

The report was received as information.

5.3 New Cayuga Branch Project

In September, the following deficiencies were addressed:

- ✓ Repairs to exterior sign lights completed;
- ✓ Exterior plumbing vents flashed;
- ✓ Electrical outlet and USB ports on counters facing seating area windows determined to be functional;
- ✓ Improperly installed electrical outlet in Lindsay Thomas' office corrected;
- ✓ Position of motion lights in washroom hall determined to be permanent with no additional corrections forthcoming;
- ✓ Storage room / Mechanical room now accessible with new keys and door alignment corrected;
- ✓ New children's activity table and height-appropriate chairs for program room arrived;
- ✓ Faulty decorative clock replaced;
- ✓ Archive room window crank fixed;
- ✓ Arrangements made for removal of surplus, collapsed moving boxes;

The following deficiencies remain outstanding:

- Carpet tile in front of circulation desk with glue stains was replaced; replacement has lifted from floor;
- Activation of security alarm system;
- Exterior scupper unpainted;
- Replacement of dead cedar hedges along property line, as requested by neighboring property owner;
- Dead and dying plants / brown or dead sod;
- Lighting and glass shelving in exhibit display unit on wall facing library is incomplete;
- Book nook cubby doors require locks and opening mechanisms;
- Inset cubby requires shelf to prevent unsafe climbing opportunities;
- Seat backs in book nook area require painting;
- Various paint touch-ups required throughout;
- Extra wire on program room ceiling light to be removed;
- Young adult bench seat cushion requires attachment to prevent sliding;
- Step (pressure) stools required for children to reach public washroom sinks;

- Light in public washroom installed at incorrect angle;
- Staff room fire extinguisher and Health & Safety board to be installed;
- Exterior no-smoking/vaping signs to be installed;
- Exterior fire safety box from old library to be repurposed and installed following demolition.

On September 25th, the CEO and Facilities staff met on site with employees of Dardan Electric to review lighting and various electrical configurations as well as operational and maintenance concerns. An overview of control panel and switch locations and motion sensor functionality was provided.

On September 30th, the CEO met with Museum Curator Karen Richardson and library Outreach Coordinator Lindsay Thomas to discuss Grand Opening Ceremony plans. Haldimand County Manager of Community Development & Partnerships, Katrina Schmitz, who was unable to attend the meeting, later suggested that instead of a traditional ribbon-cutting ceremony, a celebratory event could be planned in conjunction with Cayuga's Light Up Night in early December. The informal event will include holiday-themed programs, refreshments and museum exhibit displays, meet and greet opportunities with the Mayor and Councillors, and will capitalize on public visits already being made to the downtown core. The CEO consulted with Donna Chause, Executive Assistant to the Mayor and Council, who later confirmed that Ken Hewitt supports this venue in lieu of a formal ribbon-cutting and speech ceremony.

Also on September 30th, Katrina Schmitz received an email from a Cayuga resident, expressing concern over the "+" character used on the exterior "Library + Heritage Centre" sign, stating that it was "not at all appropriate for standard English". The resident suggested that, instead, the "&" character should have been used. Katrina responded that original symbol was intended to be a "plus" sign, depicting the addition or "positive" quantity of the two co-located services to create a larger, more dynamic asset and that "+" is often used interchangeably with "&" in modern digital communications.

An issue with the automatic door lock system was encountered on Saturday, October 5th. The accessible (push-button activated) doors are configured to unlock and lock automatically according to the facility's opening and closing schedule, respectively. Adjacent doors, which are not part of the accessibility system, are locked and unlocked manually with keys. At 5:00pm on October 5th, the accessible doors did not lock and because there is no mechanism for staff to manually override the automatic system on said doors, staff were forced to remain on site until County IS Division staff arrived an hour later to correct the settings and secure the building. IS and Facilities staff are currently investigating a manual override option.

Arrangements were made by the CEO for disconnection of the hot water heater from the old facility on Cayuga Street. Reliance will disconnect, drain and remove the unit in early October. The disposal cost of \$450 will be attributed to the building's demolition project budget. Hydro was disconnected on September 26th, water was shut off on September 17th, and the security alarm system has also been disabled; natural gas remains connected to ensure some heat is available prior to demolition.

5.4 New Hagersville Branch

An ownership issue relating to parcels of land adjacent to Grant Kett park, the proposed site of the new library facility, was identified by the municipality's Property Coordinator in early September. A section of property by the park's entrance as well as a section of Athens Street in front of the entrance were determined to be privately owned by an area developer. The General Manager of Public Works Operations has suggested, however, that the entrance can be realigned for the purposes of the project's feasibility study and that the realignment will ultimately make for better access. In this way, purchase of the private lands would not be necessary.

Architects Thier+Curran prepared a draft graphic building program and project cost estimates for inclusion in the grant application. Portions of the October 11th version of this report were reproduced in the Board package.

Numerous municipal staff, including the Library CEO, met on October 18th to determine the best method of framing the project for a successful **Investing in Canada Infrastructure Program (ICIP)** funding application. In light of the grant's numerous criteria and scoring factors, the group determined that:

- *the project should be titled **Hagersville Library and Active Living Centre**;*
- *The Farmer's Market should be eliminated from the project completely;*
- *The graphic program should be revised to show multiple rooms of various sizes with moveable partitions;*
- *Concept Floor Plan B (reproduced in the Board package) is favoured and should be presented in the application;*

A number of other matters related to the active living centre, such as kitchen size and scope, were also discussed and changes were prompted by feedback received by both Katrina Schmitz and Craig Manley from community stakeholders. Some of the comments received as well as responses to them from the CEO were included in the Board package.

Application guidelines specify that qualifying projects should, among other things, provide new capacities to meet community needs. Replacing a library whose facility assessment report indicates that the building is functioning adequately and whose services are meeting community needs would score no points. In contrast, replacing a library that has inadequate programming space with one that does and provides the opportunity to deliver new services to seniors and youth would be viewed favourably. It is for this reason that an Active Living Centre, with many configurable rooms for many different programs, versus a typical community hall, was preferred.

Architects Their+Curran were asked by the group to revise the graphic building program and project cost estimates based on the above decisions. The architect's report will also include a site plan, floor plan, elevations, and project schedule for inclusion in the grant application, due November 12th, 2019.

6.1 Haldimand County Community Hubs

Substantial progress has been made on the County's new **myHC** web portal. This portal, which works in conjunction with the municipality's general website, provides quick access to online tax payments, property searches, permit applications, pet tag applications, recreation program registrations, building permit applications and numerous business forms and permits. The portal will launch to the public in late December and library staff will receive training on both the portal and the general website prior to the launch.

The **myHC** portal utilizes **Virtual City Hall** software. This software communicates with both the municipality's new business administration program (Great Plains) and a third party e-billing and payment solution vendor (Paymentus) to facilitate online payments. The CEO will receive training on Virtual City Hall in mid-October and will, in turn, prepare training materials for delivery to library staff.

The IS Division has ordered hub computers and digital display equipment (TV screens) for each library branch. One additional PC for each site will be installed and will provide dedicated access to myHC and the County's website. Display equipment positioned near each workstation will scroll County announcements as well as library advertisements. Design and construction of the workstations is being co-ordinated by Thier+Curran architects; updates on the progress of the workstations are forthcoming.

Installation of a new, AODA-compliant circulation desk and new, facility-wide carpeting at the Selkirk Branch were previously postponed to occur in conjunction with the launch of the community hubs project. The CEO has sought a quotation for carpeting and for the construction of a custom service counter. Installations will be scheduled for December and a brief branch closure period is anticipated to accommodate this work.

A new initiative was approved in the 2019 operating budget for the creation, in the fourth quarter, of a new, permanent part-time staff position: *Online Resource Instructor*. This 21-hours-per-week position will provide guidance and training to residents using the County's online services at the library, offer general computer instruction, and will assist library staff with various digital projects. While many hub-related questions will be addressed by library assistants as part of staff's routine responsibilities, other requests, such as for help getting started with online banking, will require additional time. The Online Resource Instructor will be expected to work by appointment or on scheduled days at all branches. Posting for this position will take place in early November and it is anticipated that the hire will assist with the delivery of myHC training to all staff.

7. Standing Items

7.1 Strategic Plan

SOLS consultant Anne Marie Madziak confirmed with the CEO in late September that her organization continues to offer, albeit on a limited basis, strategic planning facilitation services to library boards. Consultant Brandon Fratarcangeli will be available to assist our Board with a planning session and will contact the CEO to make arrangements. The cost will be \$90 per hour; the CEO has confirmed that sufficient funds exist in the library administration professional development budget to cover this expense.

The CEO has arranged for a SWOT (Strengths, Weaknesses, Opportunities, Trend) session on October 30th. Four senior library staff members will assist the CEO at this session in identifying service gaps and programming needs for consideration by the Board during its strategic planning work. A second session will be scheduled in December and will include staff from various branches involved in both children's and adult programming.

In 2018, BMA Management Consulting was contracted by Haldimand County to produce a report on the financial health of the municipality. The CEO shared a summary of this report with the Board as numerous results may be relevant to future strategic planning sessions, particularly those concerning demographic statistics and trends.

7.2 Policies Review: Programming (OP-06)

A copy of Operations Policy No.6, *Programming*, was reproduced in the Board package. No changes to the policy were recommended or discussed.

7.3 Reporting Requirements

The CEO submitted the online application for the 2019-20 Public Library Operating and Pay Equity Grant (PLOG) in advance of the October 24th, 2019 deadline. The application requires submission of an audited 2018 financial statement. This statement will not be available from the Finance Division until the end of October and the CEO confirmed with a Ministry contact that said report will be accepted after the deadline; no funds will be released until the audited statement has been received, electronically.

8. New Business

8.1 Custodial Service Interruption

In late September, the CEO was informed that an injury was sustained by one of the library's custodial contractors and that services would be suspended for at least two months as a result.

Custodial services affected are once-weekly cleanings of the Cayuga, Hagersville, Selkirk and Jarvis branches and twice-weekly cleanings of the Caledonia branch. A different custodial contract is in place for the Dunnville branch, which remains unaffected by this interruption.

Branch Coordinator Roberta Chapman and the CEO made numerous enquiries to known janitors and custodians to secure temporary services and Branch staff were asked to perform basic cleaning tasks (emptying garbage cans, stocking toilet paper and paper towels) until services resume.

The CEO has obtained a quote from an alternate contractor and will be finalizing a temporary agreement in October. Weekly costs will be approximately 80% higher; however, the company meets the County's WSIB and insurance requirements and is available to deliver services immediately.

8.2 Past Board Member Information

Pat MacDonald informed the Board that Ron Hemming, the spouse of former Board Member and Dunnville Public Library employee, Ann Hemming, had passed away. Ron had also served as bookkeeper and custodian of the Dunnville Public Library in the 1990s. The CEO was instructed to arrange for flowers to be sent to Ann Hemming and her family to recognize their loss. During this conversation, Linda Van Ede reminded members that a park bench dedicated to deceased Board member Rob Gerrie is planned for placement in the parkette beside the Cayuga Library + Heritage Centre once community input on the town's plans for park areas has been assessed.

8.3 Christmas Holiday Hours and Board Dinner

The CEO verified that all library branches will close early, at 3:00 pm on Christmas Eve and New Year's Eve and will adhere to statutory holiday closures on Christmas Day, Boxing Day and New Year's Day. The Board Christmas dinner was scheduled for 6:30 pm on December 3rd at Debb's Cuisine in Dunnville. The dinner will follow a strategic planning meeting at the Dunnville Branch at 5:00 pm.

9: Date and Place of Next Meeting (TBD)

The next meeting is scheduled for 5:30 pm, Thursday November 21st at the Cayuga Branch program room.

10: Adjournment

19-48 **MOVED** by Rob Shirton, **SECONDED** by Pat MacDonald
THAT the meeting adjourn at 7:16 pm.
CARRIED.

Linda Van Ede, Chair

Date