

Winnipeg Public Library Board (WPLB)
December 6, 2010 at 4:30 p.m.
Best Western Charterhouse Hotel, 330 York Avenue

Final approved minutes

Present: R. Burgess, Chair; Councillor J. Browaty, V. DePape, Councillor R. Eadie, A. Hoeft, C. Kolybabi-Labossière, D. MacEwan, J. Mabee, B. MacDonald, J. St. Hill, R. Walker, A. Wallace, J. Watt and H. Graham

Regrets: D. Hultin, S. Singh, and T. Surgenor

1. Call to order

Chair R. Burgess called the meeting to order at 4:40 p.m. and welcomed Councillors J. Browaty and R. Eadie, new Council appointees to the Board.

2. Approval of the agenda

The agenda was approved on a motion by D. MacEwan and seconded by J. Mabee.

3. Approval of November 8, 2010 minutes

Two amendments were noted. Under item 7 (a), Chair's report, page 2, the second sentence should be: "Ms. Burgess thanked A. Wallace, J. Watt, D. MacEwan, J. St. Hill and R. Walker for sitting on the ad hoc committee..." The second amendment was to correct a grammatical error that the recorder pointed out. The amended minutes were approved on a motion by J. St. Hill and seconded by J. Mabee.

4. Business Arising from the Minutes

These items will be covered during Reports.

5. Reports

a. Chair

Ms. Burgess noted time changes for the launches of the reopened Henderson and Osborne Branches.

MOTION: V. DePape / C. Kolybabi-Labossière

That the Library Board purchase and send flowers to Henderson and Osborne Libraries, at a cost of up to \$100 each.

Carried

Ms. Burgess attended the November 16 East Kildonan-Transcona Community Committee meeting at Bronx Park Community Centre. She presented the Library Board's position that the Board's nominees to the local Library Advisory Committee were not required, by City By-law 119/2004, to be residents of the area. Following her presentation, J. Kubi, a former member of the local Library Advisory Committee, and now a member of the Residents' Advisory Group, spoke in opposition. The East Kildonan-Transcona Community Committee laid over the matter to its meeting on January 18, 2011.

b. Treasurer

Treasurer J. Watt distributed copies of the Board's December 6, 2010 financial update. The document showed the amounts that were budgeted, the monthly expenditures for 2010 to date, and the balance for each account line. Mr. Watt elaborated on the November expenditures.

Budget 2011

Mr. Watt said that the 2011 Budget Committee, comprising V. DePape, H. Graham and Mr. Watt, met on November 22 to formulate the draft 2011 budget. The amount of the City's grant to the Board will not be known till after the City approves its 2011 budget. Mr. Watt explained the draft Budget contents. He added that the year-end surplus, or reserve, will fund the first quarter operating expenses for the following year. Ms. Burgess explained that the increase to the Administrative Assistant contractor's account line is to allow for an overlap between the incumbent, who will be retiring on August 31, 2011, and her replacement, who ideally would start in later July 2011, at a fee yet to be determined.

c. Executive Committee

Ms. Burgess began her report by thanking Mr. Walker for his seasonal card to the Board.

Executive Committee member nominations

V. DePape, as past Chair of the Board, is responsible for providing a slate of nominees for election to the Board's Executive Committee. Available positions are Chair, Vice-Chair, Treasurer and Member-at-Large. Mr. DePape said he had not heard from some Board members about their preferences. Ms. Burgess encouraged members to consider what roles they would like to hold in the future, on Executive and/or committees.

Vacancies: nominees for the Library Board

Ms. Burgess explained that in the past, a committee of the Board had the opportunity to review Board applications confidentially and make recommendations to Council. However, due to FIPPA (Freedom of Information & Protection of Privacy Act), City Clerk's Department staff has advised that this option is no longer available. The Board has some members eligible to reapply. Appointments to Boards and Commissions might not be made until Council's January 26 meeting.

Board's grant requests

Ms. Burgess shared with Board members a letter she sent to Mayor Katz, containing the Board's 2011 operating grant request. Regarding the Library's materials budget, Executive Committee will review the City's 2011 Budget Estimates, typically released in late February or early March, and advocate accordingly.

Electronic Networks Usage Policy

Ms. Burgess has copies of the City's and Province's policies on use of their electronic equipment and software. A policy will be developed for the Library Board.

d. Community Outreach

Community Outreach Committee Chair J. Mabee said that a selection committee, to determine the winner of the 2010 Jack Montgomery Community Outreach award, met on November 25. The committee comprised East Kildonan-Transcona LAC Chair K. Shwaluke, Manager of Library Services R. Walker and Ms. Mabee. Named in memory of former Library Board member, the \$5,000 grant is awarded to staff to fund a project that is designed to increase usage by citizens who may not be regular users of Winnipeg Public Library. This year's winner is Chris Laurie, Outreach Librarian, and his colleagues, for their Adult Basic Education Book Club proposal, which Ms. Mabee described. She and Mr. Walker presented the cheque to Mr. Laurie on December 2. *(Proposal details will be highlighted in the January-February 2011 issue of @ the Library.)*

On January 20, the Community Outreach Committee will meet to stuff envelopes with information on the 2011 Language and Literacy grants' program, for distribution to agencies and Winnipeg schools.

Ms. Burgess then shared with Board members a letter of thanks from the Manager of Library Services R. Walker.

Ms. Mabee said that award certificates will also be given to Mr. Laurie and last year's Montgomery grant winner, Teen Librarian Sophie Walker. Ms. Walker and a WPL colleague, Lindsey Schluter, will be presenting workshops on Library initiatives at the Ontario Library Association SuperConference in Toronto in February, 2011.

e. Manager of Library Services

Mr. Walker distributed his report (see Appendix A), which included items on the reopening launches of the Henderson and Osborne Libraries, the results of a recent customer online survey, wireless service, the West End Library Learning program, and partnerships with Manitoba Public Library Services to meet the needs of library users around the province.

Ms. Burgess will not be available to attend the reopening launches. Representing the Board will be Ms. Mabee at Osborne Library and A. Hoeft at Henderson Library.

While reflecting on an unfortunate incident at an Ottawa library, a Board member asked about Winnipeg's Library security. Mr. Walker gave examples of Library policies and procedures, which include staff training, as established by both Library Administration and the Library's Workplace Safety and Health Committee. These initiatives benefit both customers and staff.

Another Board member asked about the financial impact of the new Copyright Law on the public library and noted that it is a complex issue. As part of his response, Mr. Walker said that customers are photocopying less, and not as much copyrighted material is included. eLibraries Manitoba (eLM) is already paying a fee for copyright.

f. Boards Reps. to Library Advisory Committees (LACs)

City Centre LAC met on December 2 at Osborne Library:

- Ms. Mabee said that much discussion arose from the Administrative Liaison's report, particularly regarding the Library's services for immigrants.
- In response to a query, guest Board Chair R. Burgess said that the Board would be sending flowers to the Osborne re-opening event.
- Safe access to the Millennium Library's book chute during high street traffic periods was once again noted; the situation will be resolved when park construction is finished.
- LAC members received a report on the Osborne Library renovations, which was followed by a tour.
- The LAC's remaining 2010 funds will be contributed to the purchase of an animal ottoman for the Osborne Library. The balance of the cost will be donated by LAC member J. Fudge.
- There were questions about the new library replacing the Windsor Park and St. Vital Branches. Ms. Burgess explained that a public consultation process will take place; that process will include the Riel LAC members. The process is just beginning and no Library location has been selected. The LACs will be kept informed of any developments.
- The City Centre LAC will next meet on March 10 at West End Library.

East Kildonan-Transcona LAC met at Henderson Library on November 23:

- Councillor Browaty was introduced to members. Board Vice-Chair C. Kolybabi-Labossière also attended.
- Mr. Hoeft said that members thanked outgoing LAC member and Secretary-Treasurer Lesia Kruk for her six years of LAC service and Mr. Hoeft presented a gift from the Board and Library.

- Much of the discussion focused on the renovations at Henderson Branch, as well as plans for the official reopening, in which the LAC will participate.
- Members were shown the new LAC pamphlet.

Riel LAC met on November 22 at St. Vital Library:

- Members reviewed the LAC brochure; no changes are required. The brochures will be available for the next LAC event.
- The Louis Riel Library reopening event on September 18 was declared a success.
- The LAC will spend the balance of its funds on its next event.
- The next event will be held at St. Boniface Library; details are to be determined. The LAC would like to hold an event associated with Le Festival du Voyageur.
- The LAC will wait for new appointees before holding an election in the New Year.
- Members discussed ways to help libraries in their district. They will continue to promote libraries through word of mouth. They suggested: "Think Green – Use the Library" instead of purchasing books. And they felt that downloadable books might be an option for sophisticated electronics users. The next meeting will be held on January 31 at St. Boniface Library.

g. Books2Eat

- Ms. Kolybabi-Labossiere and Ms. St. Hill reported. The planning committee met on November 18; Mr. Hoeft joined the group.
- Red River College is unable to partner due to the timing; they will not have a culinary arts class in session. Board members recommended other schools that have culinary programs.
- The event will take place on Saturday, April 9 at Millennium Library. Plans include four different events to attract families as well as individuals.
- The goal is to raise the profile of the Library and to focus on literacy.
- The next planning meeting will be on December 16.

h. Manitoba Library Trustees' Association (MLTA)

D. MacEwan, who is the Board's liaison to the MLTA Executive, said that strategic planning is the Executive's major focus at the moment. They will meet to have a session such as our Board held. Dr. MacEwan also said that the Task Force on Library Accessibility is very important. (WPLB members can view further details in the October 2010 MLTA newsletter that was distributed.)

Dr. MacEwan added a personal comment, recommending Medline Plus, a National Library of Medicine website on health matters for consumers:

<http://www.nlm.nih.gov/medlineplus/>. Dr. MacEwan distributed a Medline Plus bookmark, issued by the U.S. Department of Health and Human Services.

i. Winnipeg Library Foundation

Mr. DePape attended the Foundation's last two Board meetings. New Board members are needed. Some former members had been involved since 1996. The Foundation has hired a new part-time Executive Director, Carole Marshall, who on behalf of WLF, has submitted a request to the Library Board, giving an update on initiatives and, as the Library Board requested, including a 2011 operating grant request.

j. Aboriginal Needs Assessment Implementation Committee

Board representative on this committee, A. Wallace, reported that Mr. Walker and his library team, including the new librarian from the St. John's Library Branch, have been meeting once every second week since mid-September to review the Aboriginal Needs Assessment document (Needs Assessment and Report on Library Services with Aboriginal Populations Living in Winnipeg / prepared by Leskiw and Associates, April 2010) and to produce an action plan. The committee has extracted roughly 38 recommendations from the publication and has come up with approximately 60 actions,

based on these recommendations. They have identified areas of responsibility for their implementation, timelines (short, medium, and long), and dollars associated with these actions. The review of this document is nearing completion, and a report is expected to follow.

6. New Business

a. Annual Report 2010

Ms. Burgess outlined the timeframe for production and submission of the Library Board's 2010 annual report. A draft is to be submitted to Executive Committee at the end of January. The next draft will go to the Board's February 7 meeting, for feedback. The final report will be submitted, along with the Board's audited financial statements, to the City Clerk's Department by late February. Chair Burgess will present the report at the subsequent meeting of Council's Standing Policy Committee on Protection and Community Services.

b. Orientation

The orientation for new Board and LAC members will be held on Saturday, March 12 at Millennium Library. The session will include a tour of sections of Millennium Library. It has been suggested that the latest Writer-in-Residence be invited to speak.

c. Article in Community Paper

A member mentioned that an article was published in a recent issue of The Lance, a community paper, about possibilities for a new St. Vital/St. Boniface Library that would amalgamate two existing libraries, St. Vital and Windsor Park. Public consultation is a key component of the process. Such a project would be a Capital Budget item. Once it were determined that funding would be available, other steps include, but are not limited to, site selection, design development, and public consultation. Ms. St. Hill will convey this information to the Riel LAC.

7. Other Business

No other business was raised.

8. Date and Location of Next Meeting

Monday, January 10, 2011 at 5:00 p.m.
Millennium Library, 2nd floor, Anhang Room

Appendix A

Manager's Update

December 6, 2010

1. Henderson and Osborne Reopening

Both Libraries will be holding official celebrations on Friday December 10, 2010. Henderson's event will take place at 10:30 a.m., followed by Osborne's event at 12:30 p.m.

Councillor Browaty and MLA Erna Braun will speak at Henderson and Deputy Mayor Swandel and Hon. Diane McGifford will speak at the Osborne event.

All Board members are invited to attend.

2. Customer Service Survey

We recently conducted a customer service survey through our website using a tool called Survey Monkey. It is a very user friendly tool that is fairly robust in the information that can be pulled from it.

Here are a few of the highlights from the survey that was conducted over a five day period. Over 384 responses were received.

- 96.3 % of users found what they were looking for on their last visit. This correlates to the 96.1% customer satisfaction rating that libraries were given through a recent City of Winnipeg probe Research survey.
- Over 90% of the people responding used the library more than a few times a month.
- The largest percentage of use relates to selecting books for leisure or research, followed by using library computers and selecting DVDs
- When using the computer in the library, the largest percentage of use is related to surfing the web, followed by social networking and email, and applying for jobs.
- 89.1% of respondents use the library catalogue, databases or website outside of library hours; and they spend the largest percentage of their time placing holds, renewing items and searching the catalogue for material, followed by searching databases.
- 69% of the respondents were female and 31% were male.
- The largest age group of respondents was in the 45-54 years of age range.
- We received 109 other comments that we are reviewing. Most were positive.

3. Wireless Library Service

Wireless service continues to grow on a monthly basis. In November over 9,700 hours of wireless service were used throughout the system. In comparison, in June 2010 there were 4,800 hours of service provided.

As a result of this growth, we have met with MTS about the current contract and they have agreed to cap the cost of the service up till May 2011 at a maximum of \$30,000. This will result in a substantial savings for the library and is allowing us to continue to provide excellent service to our users.

We are also working with MTS to develop a time limiting system to try and manage the growth of this service.

4. West End Library Learning Program

After the success of last year's WELL program at the West End Library, we are applying for provincial funding to continue the program at the West End Library, as well as the St. John's Library.

5. WPL and PLS Partnerships

Our library system undertakes a number of partnership initiatives with PLS to better meet the need of library users in Winnipeg and the rest of the province. This includes;

- Support for the Writer in Residence program
- Cooperative ILL service between rural libraries and WPL through MAPLIN
- ELibraries initiative to support technical infrastructure and purchasing of e-books and e-audiobooks
- Multilingual collections initiative
- Multilingual brochure
- Capital region discussions