

**Winnipeg Public Library Board (WPLB)**  
**June 13, 2011 at 5:00 p.m.**  
**Millennium Library, Buchwald Room**

**Final approved minutes**

Present: R. Burgess, Chair; D. Chung, V. DePape, Councillor R. Eadie, A. Hoeft, J. Mabee, D. MacEwan, J. St. Hill, T. Surgenor, R. Walker, A. Wallace, B. Zuk and H. Graham

Regrets: Councillor J. Browaty, B. McDonald, I. Michalchyshyn, K. Shwaluke, and S. Singh

Guest: C. Laurie, Outreach Librarian, Winnipeg Public Library

**1. Call to order**

Chair R. Burgess called the meeting to order at 5:05 p.m. and shared regrets of members who were unable to attend.

**a. Presentation of plaque**

Community Outreach Committee Chair J. Mabee presented a plaque to C. Laurie, Outreach Services Librarian, for his achievement in winning the Library Board's 2010 Jack Montgomery Community Outreach award. With the \$5,000 grant Mr. Laurie is preparing 23 Adult Basic Education book club kits along with readers' guides. He described the project, and circulated sample materials. The loan period for each kit will be eight weeks. Books are on order. Prose levels vary with the publisher, but range from levels 1 to 6. Each reader's guide will contain information at the appropriate reading level. The program, which should be ready for implementation by September or October 2011, will receive wide publicity, including posters. A number of literacy and EAL (English as an Alternate Language) groups are very pleased to see this service. To measure success, within about six months after the launch, Mr. Laurie will poll those on his listserv.

Ms. Burgess added her congratulations and thanked Mr. Laurie for sharing this information.

**2. Approval of Agenda**

The agenda was approved on a motion by V. DePape and seconded by A. Hoeft.

**3. Approval of minutes of May 3, 2011 meeting**

Duplication on page one was noted. The amended draft minutes were approved on a motion by J. Mabee and seconded by V. DePape.

**4. Matters Arising from the Minutes**

**a. Keewatin Median Cut**

R. Walker said that the Board of the Philippine-Canadian Centre of Manitoba will be meeting during the week of June 13. Their portion of the median cut cost would be \$20,000. Mr. Walker has also asked the City for costs without participation by PCCM.

Land behind the Sir William Stephenson Library is being developed by the WRHA for another health access centre. Library access for customers east of the Library will be retained.

**b. LAC Vacancies**

In response to a public service announcement sent to community newspapers, and assistance from local Councillors, all Library Advisory Committee vacancies have been filled.

**c. Mini-orientations**

H. Graham has met with the new Board members who were unable to attend the March 12 orientation. Ms. Graham is also arranging for sessions with three LAC members.

**5. Reports**

**a. Chair**

*Slave Lake fire*

Ms. Burgess spoke about the devastating fire that struck Slave Lake, Alberta and destroyed their new public library, which had been opened in December 2009. The national library, literacy and publishing communities have offered support. At Ms. Burgess' suggestion, Winnipeg Public Library Board members made personal donations that the Board will match, to send to Slave Lake Regional Library for its rebuilding process.

*Badges*

Name badges, with the Board's logo, are being ordered for each Board member.

**b. Treasurer**

A. Hoefft explained that he has been given an additional work assignment. Consequently he has been out of the City intermittently. Therefore printed financial reports have been delayed. The current account balance is \$67,343.67. Mr. Hoefft expects to be able to catch up by the end of the summer.

For the Slave Lake Regional Library donation, Mr. Hoefft will convert the cash received into a money order, and will write a matching cheque from the Board.

**c. Executive Committee**

**Advocacy**

Ms. Burgess said that advocacy plans will be developed for implementation prior to the October 4 Provincial election. She added that Councillor Steeves, who is currently the Chair of the Standing Policy Committee on Protection and Community Services (PCS), which looks after our public libraries, will be seeking a nomination in St. Vital. In September, PCS will have a substitute Chair till the November organizational meeting of Council.

**d. Succession Planning**

Ms. St. Hill reported on behalf of the Committee. The first advertisement for an Administrative Assistant, posted on The Partnership, a Library network, was unsuccessful. The second advertisement, in the Winnipeg Free Press and on Workopolis, generated many responses. Ms. St. Hill explained the next steps, for review and selection of potential interviewees.

**e. Community Outreach Committee**

Committee Chair J. Mabee said that the June meeting was being postponed until Thursday, September 15, 5:00 p.m. at St. Boniface Library. One of the agenda items will be the Speakers' Bureau.

For the Library newsletter, the Committee has submitted articles on the 2011 Language and Literacy grant winners, and the Board's winning nominee for the Canadian Library Trustees' Association's Stan Heath Achievement in Literacy award.

Certificates for Language and Literacy grant winners are being prepared. The mounted certificates will be shipped to the winners' partnering branches for pick-up.

On Sunday, June 12, Ms. Mabee and D. Chung had a great time as volunteers at the Library tent at Kidsfest (formerly known as the Winnipeg International Children's Festival). Questions included "Aren't libraries outdated?" and often asked "Do you work for the library?" Mr. Chung added that Kidsfest was very exciting; the Library tent had an attendance of over 700

during the seven hours on Sunday. Included were young families, and various ethnic groups were well represented. The Library tent's crafts and activities were popular.

Mr. Walker added that the Library will participate in the Kids' Fringe Fest this summer. In May, over 2,500 kids attended the International Storytellers Festival.

#### **f. Manager's Report**

Mr. Walker distributed his report, attached in Appendix A.

Re item 3, Staff Development, Ms. Burgess added that it is important for Board members to get a perspective on customer service in libraries; she hoped that some members will be able to attend.

Re item 4, H. Graham will send a message to Library Board members, seeking a volunteer to sit on the Writer-in-Residence selection committee which would meet in July. If several members volunteer, Ms. Graham will draw randomly.

Mr. Walker thanked Mr. Chung and Ms. Mabee for volunteering at Kidsfest. He added that the Library also participated in a street fair and will be doing another.

In response to a question about the Library Study, item 2, Mr. Walker gave an example of looking at collections, print-based vs. downloaded items.

A member asked about print-on-demand service. Mr. Walker said that this service involves a hefty price tag: \$100,000 just to set up this service. It is perhaps more appropriate for academic or school libraries.

*Ms. Burgess asked that item 7 (a) be discussed next:*

#### **Canadian Library Association annual conference.**

Ms. St. Hill thanked the Board for sending her to CLA's conference, May 25 – 28, in Halifax. She joined over 800 delegates, who represented various types of libraries, and trustees. She attended some very interesting sessions. What struck her the most was the difference between our non-governing board and other governing boards.

Calgary Public Library Director Gerry Meek was an engaging speaker who provided a session on staff motivation. Other topics of interest included: promoting the library of the future; event marketing and different types of public relations; and the well-attended session by WPL staffer Monique Woroniak on Library services for Aboriginal customers. Ms. St. Hill will submit an official report. She also thanked T. Surgenor for orienting her to the trade show.

During the conference, Ms. St. Hill was the Board's delegate to annual meetings of CLA and the Canadian Library Trustees' Association. WPLB was a joint recipient, along with Edmonton Public Library Board, for CLTA's Stan Heath Achievement in Literacy award. (For details, see <http://wpl.winnipeg.ca/library/contact/board.asp>.) Ms. St. Hill and Mr. Walker accepted the award, which will be given to Kathleen Williams, the WPL's Outreach and Marketing Coordinator. (See also @ the Library, July – August 2011 issue.)

As part of a major reorganization, CLA is dissolving its divisions and interest groups and will be establishing networks, one of which will be for trustees.

Mr. Walker also attended an interesting mix of sessions. He found the trade show especially interesting with its focus on technology. Conference keynote speaker was former New Brunswick Premier Frank McKenna, who inspiring; he spoke about a knowledge-based society.

Mr. Surgenor attended business meetings with fellow Provincial and Territorial library directors. Issues included copyright and accessible services. He also found the history of the census fascinating.

Councillor Eadie said that Councillor Browaty, in Halifax for the Federation of Canadian Municipalities conference, was also able to attend the CLA conference. He particularly liked the concept of a book vending machine. Mr. Walker said WPL is putting together a pilot project proposal for such a vending machine in a high traffic, high demand area which would be far from a library branch.

The regular agenda sequence was resumed.

**5. g. Board Reps. to LACs**

Ms. Burgess said that the French version of the revised LAC brochure is being prepared, after which both French and English versions will be printed.

She thanked Board reps for submitting printed reports on LAC meetings to the Administrative Assistant. Not only does this help with minutes' preparation, but it also gives the Board the opportunity to respond in a timely way to LAC concerns.

*Assiniboia LAC*

Ms. Burgess and Mr. Walker attended the LAC's June 7 meeting. (Mr. Zuk will revise and send his report to Ms. Graham, for distribution to Board members.) The LAC is planning a fall event, which would tie in with a regular Saturday program to improve event attendance. LAC members would like more information about the library. Mr. Walker advised LAC reps that they should contact the Library's Karin Borland, as soon as possible, about program planning, especially if they would like to tie in to Family Fun Literacy Days.

The LAC is concerned about Charleswood Library and would like to see an expanded or new facility. Mr. Walker provided details on facility development. He acknowledged that the current Charleswood Library has a number of limitations and needs to be improved, and asked the LAC what they would like to see in a new facility.

Dr. MacEwan reiterated to the Library Board the LAC's concerns about Charleswood Library, and LAC members' comments that their Board reps are not conveying their concerns to the Board. LACs are vibrant and want to be heard.

*City Centre LAC*

Ms. Mabee reported on the LAC's meeting on June 2 at Fort Garry Branch. Members were pleased to have received Mr. Walker's answers to their March 10 questions. Staff liaison D. Pilon said that the Library's annual report should be available in August.

LAC members asked several questions about increased hours at Millennium Library, for which Council approved some funding. They would be interested in related use statistics. They asked if there are plans for additional hours in other branches, and about the impact of summer hours on usage.

The Board report to the LAC covered the LAC's account, the City's operating budget, Books2Eat, Language and Literacy grants, other LACs' activities, and meetings with Police Services. As the LAC requested, Ms. Graham will send clarification on the additional funds approved for the Library's materials budget. (The two-year total addition was \$105,000.)

Unable to attend the LAC meeting was Fort Garry Branch Librarian J. Bridle, who submitted a written report. This year is River Heights' 50<sup>th</sup> anniversary.

Under New Business, J. Fudge thanked the Library Board for its increase in fees paid to the Manitoba Library Trustees' Association. She shared information from the Manitoba Centre for Health Policy, statistics which might help support the link between literacy and health.

In response to a question, Ms. Mabee gave the LAC an update on the Board's strategic plan.

The next meeting will take place at Cornish Library on September 8 at 5:00 p.m.

*East Kildonan-Transcona:*

The report was tabled till the next Board meeting.

*Lord Selkirk-West Kildonan:*

Mr. Chung said that LAC members were pleased with their funding allocation.

*Riel:*

V. DePape said that Mr. Walker, as guest speaker, was the focus of the meeting. He spoke about the library amalgamation project, which he explained is in its early days, but there will be a way that LAC members can participate. Riel LAC Board reps will ask LAC members what they would like to see in the new facility.

**h. Manitoba Library Trustees' Association (MLTA)**

Dr. MacEwan is the Board's rep on the MLTA Executive. However, he asked Mr. Walker to share some information on a special meeting. Mr. Walker said that a meeting of all Manitoba library associations was held to discuss surveying all members about the possibility of forming some sort of new organization to replace the existing association structure. There are a number of associations, but not sufficient volunteers to support each. Mr. Surgenor said that it would be better to look at the CLA model for reorganization, that is, an umbrella group with networks.

Ms. Burgess said that the next MLTA Executive teleconference will be on June 20. She is working with Ms. Fudge, MLTA Secretary-Treasurer, on the MLTA fee structure. Also members are trying to get a list of municipal boards that have had a funding decrease, and are reviewing annual reports to record regions' funding. MLTA will be bringing forward a motion to hire a webmaster.

**i. Winnipeg Library Foundation**

The Board will be sending a letter to WLF, to enquire about the information the Board requested.

**j. Public Library Services**

Board members asked about the Provincial budget's library implications. Mr. Surgenor said there was an increase based on the existing formula: the Province is matching municipal contributions to public libraries; so if the municipality gives more, the Province will match that.

At the CLA conference, of concern was the implication of a national postal strike, especially as it affects the Library Book Rate. The future of the interlibrary loans program was also a big topic. British Columbia is working on a direct-to-patron program. Manitoba has a similar co-op.

MP Merv Tweed attended the CLA conference and was brought up to the podium. He is committed to reintroducing his Book Rate bill, either at the Senate level or starting again if necessary.

Ms. Burgess asked what Manitoba's strengths are. Mr. Surgenor said that WPL is excellent. However, Manitoba demographics are an anomaly; we have many communities with small populations spread out all over the province. He would like to see more regional systems.

The library situation in northern Manitoba is very exciting, especially the successful joint pilot of between Norway House Cree Nation and University College of the North. Mr. Surgenor added that his division will be seeking an Aboriginal librarian.

MLTA's most important role would be to advocate amongst municipalities.

In response to a question, Mr. Surgenor said that the former director of Manitoba's Parkland Regional Library, Glen Butchart, retired in 2010. The new Director is Jean-Louis Guillas, who was an instructor at Assiniboine Community College.

#### **k. Strategic Planning**

The contractor who facilitated our planning session last fall, and who has provided drafts of the strategic plan, has not been available. However, she will respond to Executive Committee's editing requests for the final public version of the plan.

Ms. Burgess said we are on track for the tasks listed on the Gantt chart. Ms. Graham distributed a version of the actions to go with the Gantt chart.

- Ms. Burgess will meet with LAC Chairs in September.
- In the third quarter a letter will be developed to send to the Mayor about the Library's 2012 budget and Board's 2012 grant request.
- The Board will also seek a meeting with the Mayor.
- The feedback received at the 2011 orientation will be reviewed in the context of the strategic plan.
- In Q. 4, rather than in Q.2, the Board's Writer-in-Residence grant will be reviewed.

### **6. New Business**

#### **a. Assistive Technologies Conference**

The Assistive Technologies in Libraries and Education on April 29 was an awareness conference, described as addressing "equity in libraries and education for persons with print disabilities, including blind and visually impaired, learning disabled, physically disabled and multiple disabilities." The focus was "on assistive technologies/software." Mr. Surgenor said this was the first of a series. Planners are polling attendees about what the next session should be. Councillor Eadie was unable to attend the conference. He commented to the Board that Refreshable Braille Technology needs to be updated, and gave an explanation. For a description and photos go to

<http://www.afb.org/Section.asp?DocumentID=3652&SectionID=7&SubTopicID=97&TopicID=330>.

### **7. Other Business**

#### **a. TED Videos**

Mr. Surgenor urged Board members to look at TED videos, which are intellectual youtube videos at <http://www.ted.com/>, described as "riveting talks by remarkable people, free to the world".

### **8. Date and Location of Next Meeting**

**Monday, August 8, 2011 at 5:00 p.m.**

**Westwood Library, 66 Allard Avenue**

South of Portage, west of Rouge Road, at the foot of Sumach.

### **9. Adjournment**

The meeting was adjourned on a motion by J. Mabee at 6:45 p.m.

## Appendix A

Manager's Report  
June 13, 2011

### 1. Facility Updates

As a result of two major unplanned events earlier this year (potential work stoppage and flood preparations) we are behind schedule on the larger scale projects we are working on.

There have been a couple meetings about Fort Garry renovations, but in all likelihood this project will not get underway until later 2011 – early 2012. We are working with an architect from Planning, Property & development on making washrooms accessible, adopting a single service counter approach, and expanding their program room.

We are currently working on a project charter for the St. Vital/Windsor Park Library amalgamation so as to ensure that the project comes in on budget and on time.

There are preliminary discussions going on about relocating the Transcona Library to another location as part of a larger Transcona Recreation and Leisure Village. There have been a couple of public open house events where the idea of including a public library in the facility was one of the highest recommendations from the public. This would be a single storey, 14,000 sq. ft. facility.

Sewer line replacement at the Cornish Library has now been completed and the branch has reopened. During the closure we took the opportunity to repair the floor in one of the program room.

In cooperation with Planning, Property & Development we are in the process of undertaking a facilities study of the Cornish and St. John's Libraries that will have an emphasis on improving accessibility. This study will be the first step in the planned redevelopment of these two libraries in 2014-2015 as part of their 100th anniversary celebrations.

### 2. Library Study

The library is working on a proposal for the Library Board that will look at the delivery of Information Services to our clients. A lot has changed in how libraries provide information based services and we would like to engage a consultant in how we could best adopt some of the new practices to our work environment. A study would look at the current state of information services, how technology is changing the delivery of service, what is changing in the way of collections to support information services, and what service delivery changes are going on in the library field. The study would produce a series of recommendations on what changes the library should make to ensure that we are providing progress, responsive and cost effective services to library users.

### 3. Staff Development Event

In response to a Library Board suggestion, I am in the process of contacting a potential speaker from Calgary Public Library about coming to Winnipeg in early Fall to deliver a workshop for Board members and library staff on customer service in libraries. I heard the speaker at the recent CLA conference and her insights into customer service in libraries are inspiring and timely.

This one day program would be offered at the Millennium Library and open to all Board members and as many staff members as possible. The three hour session would be offered twice during the day, once in the morning and once in the afternoon. This inspirational

workshop would help to launch our formal Customer Service training program we are beginning in the Fall of 2011 for library staff, and would provide board members with value insights into the trends in customer service impacting libraries today.

The anticipated cost of this workshop would be approximately \$2,000 and would cover accommodations, travel and a small honorarium.

#### **4. Writer in Residence Representative**

Each year the Library Board selects a volunteer to sit on the selection panel for the Writer in Residence. Once the Board has selected a representative I will let Danielle Pilon, WPL's coordinator, know and she will contact the person with dates and times to meet and review the candidates.

The application process closes on June 15, 2011 and meetings will be set up in early July to go over the applications and select a new Writer in Residence.