

**Winnipeg Public Library Board (WPLB)**  
**March 8, 2010 5:00 p.m.**  
**Louis Riel Library, 1168 Dakota Street**

**Final approved minutes**

Present: Chair R. Burgess; V. DePape; A. Hoefft, C. Kolybabi-Labossière,  
D. MacEwan, J. Mabee, B. McDonald, J. St. Hill, S. Singh, T. Surgenor, R.  
Walker, A. Wallace, J. Watt and H. Graham

Regrets: D. Hultin, Councillor M. Pagtakhan, and Councillor H. Smith

Guest } T. Lockhart, Louis Riel Library Branch Head / Librarian;  
Speakers } A. Geary, Chair, Riel Library Advisory Committee

Observers: L. Girling, S. Rouire, and J. Todd

**1. Call to order**

R. Burgess called the meeting to order at approximately 5:00 p.m. and welcomed guests.

**2. Approval of the agenda**

H. Graham noted that the name of the Treasurer should be J. Watt, not D. Hultin. Ms Burgess asked that an *in camera* matter be added under Other Business. The agenda was approved on a motion by C. Kolybabi-Labossière and seconded by J. Mabee.

**3. Approval of Minutes**

The following amendments were noted: on page 1, item 3, the mover was A. Hoefft and seconder was B. McDonald. The amended minutes of the February 8, 2010 meeting of Winnipeg Public Library Board were approved on a motion by V. DePape and seconded by C. Kolybabi-Labossière.

**4. Guest: Louis Riel Library Branch Head / Librarian**

Ms Burgess noted that she and Trevor Lockhart had both attended the Canadian Library Association conference last year in Montreal. Mr. Lockhart obtained his Masters of Library Science at the University of Wisconsin-Milwaukee, while working at Winnipeg Public Library. He started at the library in 1991, and is now in his third year as Branch Head of Louis Riel Library. Mr. Lockhart's comments are attached in Appendix A.)

**5. Guest: Chair of Riel Library Advisory Committee**

A. Geary, on behalf of the Riel Library Advisory Committee (LAC), welcomed Board members, and said that new LAC members were also present. On March 29 at St. Vital Library, the LAC held a Meet-and-Greet event in conjunction with a library Spring Break program featuring Mr. Mark, the One Man Band. The LAC held a draw for gift baskets, and handed out information on the LAC. Riel LAC members will be involved in the Dr. Allan Patterson room dedication at Windsor Park Library. With regard to the announced amalgamation of the St. Vital and Windsor Park Libraries, Ms Geary asked that LAC members be kept up to date, and be invited to be part of any public consultation. Mr. Walker said that planners have turned their attention to the expansion and renovation of Henderson Library, and renovations at Louis Riel, Osborne and St. Boniface Libraries. Ms Burgess said that the Board will keep Riel LAC members involved.

**6. Matters Arising from the Minutes**

**a. Vacancies: Library Advisory Committees**

Board member A. Wallace submitted her resignation from City Centre LAC, as she had not expected to be appointed to both the Board and LAC. The City Centre

Community Committee accepted her resignation and appointed new LAC member M. Keenan. All LAC vacancies have now been filled.

**b. Board nominees to LACs**

City Centre Community Committee appointed Board nominees as Board representatives to the City Centre LAC: J. Mabee and S. Singh. The Riel and East Kildonan-Transcona Community Committees will meet on March 15 and 16 respectively.

**c. Orientation / Joint Board-LAC meeting**

Ms Burgess said that Executive Committee reviewed the content, process and feedback re the February 20 session. The tour was an excellent idea, and was well received, though some attendees left immediately thereafter, for personal reasons. Mr. Walker's presentation about the Library system also was well received. New Board members who attended agreed that the tour and subsequent presentations were beneficial. J. Watt, who, with Mr. Walker, held a separate sharing circle for LAC members, said that the nine participants shared their fondest memories of their library experiences. They were encouraged to use their skills in their LAC roles as community representatives about library matters. Ms Burgess went on to say that Executive Committee suggested that, in the second part of the orientation / meeting, it would be good to have something new for those who had attended in prior years. She asked Board members to submit their suggestions. She also said that some of the handouts had been updated since some Board members first received their orientation binders a few years ago, and asked Ms Graham to provide copies at the next Board meeting. It was also noted that one of the orientation participants suggested an opportunity for members of the Board's Speakers' Bureau, to address a group of teachers. Ms Burgess said that, as the group was also seeking library information, perhaps a staff member could join the Board speaker. In summary, the event went well, was well attended, and well received, Ms Burgess said.

**d. Board's Annual Report status**

Ms Graham provided a revised timeline for submission of the report to the Standing Policy Committee on Protection and Community Services.

**e. Ontario Library Association SuperConference**

C. Kolybabi-Labossière thanked the Board for giving her the very great experience of joining 4,500 delegates at the extremely well-organized and interesting conference in Toronto, February 24 – 27, 2010. She will submit a printed report before the next Board meeting, but shared with Board members brief descriptions of the four renovated libraries that she toured, and the sessions she attended. A member suggested that Ms Kolybabi-Labossière post her 52 photos so that Board members could view them.

One of the sessions was on a Living Library, whereby customers could borrow a person with whom to spend about 30 minutes in the library. The goal is to break down barriers, have open discussions and to not pre-judge. One best seller was a recovering anorexic. Ms Kolybabi-Labossière recommended that the Millennium Library consider this program concept. She said that one of the conference participants suggested a theme could be career options.

Ms Kolybabi-Labossière, who is a nurse, had also noticed that all the libraries that she visited had AEDs (automated external defibrillators). Mr. Walker said that in Winnipeg, the Fire Paramedic Service is coordinating where AEDs would be placed in the community.

## 7. Reports

### a. Chair

Ms Burgess reported on the Fort Garry Library's 50<sup>th</sup> anniversary event, held on February 12. She gave kudos to the City Centre LAC for its contribution to the event, and noted that the Board was well represented, having five members in attendance. She added that she had viewed the very large picture of Upper Fort Garry, which had been discussed at a prior Board meeting.

Ms Burgess and Ms Kolybabi-Labossière were joined by Dr. MacEwan and Ms Wallace at the March 8 meeting of the Standing Policy Committee on Protection and Community Services (PCS). Ms Burgess thanked Councillors for their library support, and in particular, for the inclusion of an \$80,000 increase in the Library's materials in the City's preliminary budget estimates for 2010. Although the increase is not permanent, the Board will keep asking for increases to the base materials budget. She told Councillors that in 2008 Winnipeg ranked 32<sup>nd</sup> of the 44 Canadian Urban public libraries in average materials expenditure per capita (at \$4.16). This year's increase does not yet bring us to the national "average" of \$5.21, but is a step in the right direction. To bring us to the national average, an injection of approximately \$600,000 would be required.

During the presentation, Ms Burgess also spoke about literacy levels. A Councillor asked what the limits of Level 2 literacy were, to which Ms Kolybabi-Labossière cited examples of Level 2 literacy consumers' difficulties in dealing with the health care system.

Ms Burgess also thanked Councillors for the requested increase in the Board's grant, and said that she hoped both increases would receive Council's approval during final budget debate later in March. The requests were initially made in the fall to Denys Volkov, a policy analyst, representing Mayor Katz, and subsequently in writing to the Mayor.

Mr. Walker added that most of the 12 delegations at the PCS meeting were requesting funds. The meeting started at 9:00 a.m. and went till 3:45 p.m.

A Board member suggested that next year, the return on investment could be a focus of the presentation. It was agreed that would resonate well with the public. Ms Burgess will be striking an advocacy committee to formulate a plan.

Ms Burgess also thanked Mr. DePape and past Chairs for their advocacy presentations and annual reports over the years.

Ms Graham will forward Ms Burgess' presentation notes to Board and LAC members. After discussion, it was agreed that it will not be necessary to repeat the presentation at Executive Policy Committee this year.

A Board member, who would have liked to have attended the PCS meeting, asked that the Board be given more advance notice.

### b. Treasurer

Mr. Watt distributed a current financial statement.

Ms Burgess said that Executive Committee approved Mr. Watt's attendance at Bookkeeping Basics for Non-Profits, a half-day seminar at Volunteer Manitoba at a cost of \$80.

**c. Executive Committee**

**Allan Patterson event:** Executive Committee approved the purchase of a floral arrangement of up to \$150.

**Advocacy: Civic election**

In the past the Board has written to all candidates for City Council, to ask a question, for example, about funding for library services. For 2010 it was suggested that messages be sent by email to declared candidates, asking that responses be copied to all Board and LAC members. A member asked what question was asked at the last civic election.

And the Board also during one election submitted an entry about public library service for the Winnipeg Free Press' question of the day.

**Strategic planning**

Ms Burgess said that Executive Committee is considering having a facilitated session, possibly in later November on a Saturday. She asked Board members to provide names of facilitators for future contact.

**d. Community Outreach (CO)**

Ms Mabee reported on the last CO meeting held on February 11. Special guests were Jan Graham, Learner Outreach Coordinator of Literacy Partners of Manitoba, and Anita Martens, Learner-Speaker. Ms Martens gave a very moving presentation about her journey from being a weak reader to her present ability to read with confidence and be able to speak in front of groups about her situation.

The 2008 Jack Montgomery grant report is pending.

The 2009 Jack Montgomery grant was awarded to Sophie Walker, Millennium Library Teen Services Librarian, to implement her proposal for Teen Programs in a Box. An official award presentation will take place at the Library's 2010 Staff Recognition event, at a date to be determined.

Committee members discussed having a tangible recognition for both the Jack Montgomery award and Language and Literacy grant winners. The Committee plans on creating a certificate and having it dry-mounted so the recipient can display it.

The committee members, who will review applications for the 2010 Language and Literacy grants, have been selected: Jean Mabee, as Chair of the Community Outreach Committee; Carol Hyniuk Adamov (reading clinician); from Lord Selkirk-West Kildonan LAC, Chair Iyvan Michalchyshyn; and the staff delegate is Outreach Services Librarian Monique Woroniak. The application deadline is March 26 and the selection committee will meet in April.

For the March - April issue of *@ the Library*, the Board photo and reminder about Language and Literacy applications were submitted. For the May – June issue, we will promote the Speakers Bureau and report on the City's budget implications for the Library. For the July – August issue, we will announce the Language and Literacy grant winners.

Although we had hoped to submit an entry again this year for the Canadian Library Trustees' Association / Stan Heath Achievement in Literacy award, on behalf of the Library's Outreach Services, there was insufficient time and too many competing tasks, for staff to get it ready by the deadline. We will begin the process sooner next year.

The next CO meeting is planned for mid-May.

#### **e. Manager of Library Services**

Mr. Walker spoke about **upcoming renovations**.

St. Boniface Library will be closed for a week, for new carpeting, painting, new lower shelving, and therefore there will be more open space, better sight lines and easier access. The branch will reopen on March 16.

Henderson Library will be closed longer but the closure will receive broad publicity. It will be closed from the end of April for five to six months and will reopen early in the fall. To mitigate the loss of service, Munroe Library will have extended hours, at a level similar to that of Henderson Library. Henderson's programs will also be relocated to Munroe Library. Planners are working out the best place for book /item returns and holds pick-up. Staff will temporarily relocate.

#### **Aboriginal Youth Strategy initiatives**

Through Aboriginal Youth Strategy funds that the Library system has received, staff is working with an **Aboriginal artist**, Destiny Seymour, to create a gigantic mobile to be designed by Aboriginal youth at Art City, a non-profit community art centre located in Winnipeg's West Broadway neighbourhood.

Betson Prince, an **Elder-in-Residence** has been hired for the Library. He will spend one to two days weekly during the next two years. Monique Woroniak is the staff lead on that program.

#### **Reorganization**

The system's staff reorganization is complete. New schedules were implemented on February 16.

Henderson and Pembina Trail Libraries began Sunday hours on February 21.

**Support Services tenders** have closed and are being evaluated. The contract should be awarded during the week of March 15.

#### **Art work at Fort Garry Library**

The large painting at Fort Garry Library, which is perhaps 20 ft. by 8 ft. and is currently located in the mezzanine, may be restored. Administrators have contacted Friends of Upper Fort Garry to see if they would be interested in partnering on this project.

#### **Louis Riel Library renovation**

The Louis Riel Library was originally designed by Winnipeg architect Etienne Gaboury. Mr. Walker circulated plans for the renovations. Lower shelving will bring out some of the architectural features that had been obscured. The branch will get new flooring and carpeting painting, service counter, and new furniture and equipment. The branch will be closed, for perhaps four to six weeks, during the renovation. That speeds up the process and will avoid safety issues that could prevail if the branch remained open during the process.

**Osborne Library's renovations** will be similar to those of Louis Riel Library.

#### **Library use**

Mr. Walker said that at the February orientation, he received questions about library use. To Board members he provided that following information:

- Circulation (items checked out) increased by 4%;
- Use of adult books +2%
- Use of juvenile materials +1%
- Use of adult DVDs +30-31%

- Use of book club kits +57%
- Use of books on cassette, adult music cassettes, video cassettes -20-30%
- Use of new formats are all increasing
- Print formats are stable
- e-books and e-audio books +45%

Ms Graham was asked to include this information in LAC reports.

Board members asked questions on several topics. During his responses, Mr. Walker said he will discuss at the next meeting the possibility of returning Express Best Sellers to other branches (that is, floating collections).

Members discussed the placement of held items in public areas of branches.

To do the designs for renovations, the Library has an interior designer on contract.

Regarding the possibility of Millennium Library being open Friday, Saturday and Sunday evenings, a Council motion referred the topic back to PCS, which will likely recommend that the matter be referred to staff to prepare a report.

#### **f. Board reps. to Library Advisory Committees**

**East Kildonan-Transcona LAC:** A. Hoeft said that the East Kildonan / Transcona Library Advisory Committee met on Tuesday, February 16, 2010 at the soon to be renovated Henderson Library. The meeting was attended by all members – except Board nominee . Bill MacDonald, who had a previous engagement. Members welcomed newest member Kenn Faber and gave him a basic orientation to the work and purpose of the LAC.

After a brief report from Branch Head Ed Cuddy, a Library Liaison Report from Angela Mehmel, and a Board Report from Al Hoeft, members re-elected L. Kruk as Secretary-Treasurer and elected K. Shwaluke as Chair.

Committee members were informed that all future LAC meetings would include some dedicated time for discussion surrounding how we can improve library service in this area.

In an effort to better plan and ensure solid attendance at future meetings, the following dates were set for meetings for the 2010 LAC year:

- Tuesday, May 11 @ 5:45 p.m. Munroe
- Tuesday, September 14 @ 6:00 p.m. Transcona
- Tuesday, November 23 @ 5:45 p.m. Henderson

#### **Assiniboia LAC:**

- D. MacEwan said that the LAC welcomed the three new members. D. Hultin sent regrets.
- Members want more electronic access.
- They miss the staff members who have been relocated.
- The LAC would like to hold an event at each branch during the year. A representative of the Charleswood Seniors' Centre, situated on the same lot as the Charleswood Library, would like to see more LAC programs at the Seniors' Centre.
- G. Greasley and N. Logan were reelected as Chair and Secretary-Treasurer, respectively.

**Lord Selkirk-West Kildonan:** Mr. Watt said that at the meeting held on March 3 at Sir William Stephenson Branch, Iyvan Michalchyshyn was re-elected as Chair of the LAC, with Arthur Chapman re-elected as Secretary-Treasurer.

R. Burgess provided an overview of the February 20 orientation for LAC members who were unable to attend, and the question of fondest library experience was posed to members. Two members recounted the good old days of the Winnipeg Public Library "Police" from an enforcement and patron perspective.

Sir William Stephenson Branch Head A. McCulloch reported on the new holds' location, steady program attendance, upcoming programs, and graffiti problems. Due to the staff reorganization, the knitting program had to be dropped when the key staff member transferred to another branch. The Branch's Youth librarian has returned. The first meeting of its new Youth Advisory Council (YAC), which is composed of members from the branch's teen book and teen manga clubs, took place. The YAC should have about five to six members attending regularly, and will meet once a month. The YAC will provide input into collections including books, CDs and DVDs. This feedback will be reviewed by librarians. The students receive high school volunteer credit for their participation.

West Kildonan Library is continuing with the same program complement, but the scheduling for the family reading time / healthy baby program, offered in partnership with WRHA, is being reconsidered in order to promote enhanced attendance. The computer program is running successfully.

As approved by the Library Board, the LAC is carrying over funds from 2009 into 2010. With the anticipated 2010 allocation, there could be \$80.00 per branch. It was proposed that this money could be dedicated to hosting a wind-up party for the St. John's Homework Club, and also to provide refreshments and food at the YAC meetings.

Forthcoming meetings: June 9 at 5:15 p.m. at West Kildonan; September 14 at 5:15 p.m. at St. John's; December 7 at 5:15 p.m. at Sir William Stephenson Libraries.

Ms Kolybabi-Labossière asked Ms Graham to provide her with a list of meetings of all the LACs. As Vice-Chair of the Board, one of her roles is to meet with LACs.

**g. Speakers' Bureau**

This item was tabled until Mr. Hultin would be present.

**h. Winnipeg Library Foundation (WLF)**

Ms Burgess, by virtue of her position as Chair of the Library Board, is now a member of the WLF Board. She reported on the WLF's annual meeting, held on March 2. In addition to the presentation of reports, members discussed the Adapted Books project, and the donations of materials from consulates. Co-Chair Karen Keppler is stepping down after many years on the WLF Board. Former Library Board Chair S. Hyman is the Chair, and they are actively recruiting to fill the position of Co-Chair. They are also looking for more Board members.

Guest speakers were Heather Cram and Monica Giesbrecht of Hilderman, Thomas, Frank and Cram, Landscape Architecture and Planning, who also did the Leo Mol Garden, and are good at working in phases. They explained to WLF meeting attendees the design phases for the Library Park project. The Park idea was first raised in 2004. WLF applied on behalf of the City for funding from the three levels of government, which amounted to \$700,000 each. The City has added another \$1.7 million, bringing the total to \$3.8 million. In Phase 1, the 30-year old membrane

under the Park will be replaced. On top of the membrane had been the first green roof in Winnipeg. WLF wants to spend the funds on the Park, not the parkade. In Phase 1 the membrane and development of the overall design vision can be funded, but the maximum needed to complete all phases is \$7.2 million. WLF is seeking additional funding. One major funder has been identified. Another key partner is Downtown Winnipeg Biz. Mr. Walker described their role to the Library Board.

A Library Board member said that perhaps the Library Board could also have a role, and asked if the landscape architects could compress their presentation into about 20 minutes for a Library Board meeting. Mr. Walker will enquire.

For the possible renovation of Cornish and St. John's Libraries before their centenaries in 1915, Mr. Walker has received some information, from one of Canada's premier consultants on library facilities, Peggy Walshe, on what it would cost to do a facilities program for Cornish Library.

Ms Graham was asked to forward a list of Library Foundation members to the Library Board.

**i. Manitoba Public Library Services**

T. Surgenor spoke about e-book use, which he said is climbing and for which there will be a constant demand. He is hoping that the E-Libraries service from OverDrive will be compatible with iPads. Mr. Surgenor has redirected funding to expand e-books collections. For the Library Board he will prepare a formal report on e-Libraries digital media service in Manitoba.

**8. New Business**

**a. CPR training**

Ms Kolybabi-Labossière, who is a nurse, offered to teach sessions on CPR to Board members. The 3 ½ hour session will take place on Saturday, April 24, at a library location. She will provide handbooks in advance to all registrants.

**9. Other Business**

**a. Next meeting's guest**

At the April 12 Board meeting, Writer-in-Residence Maurice Mireau will share the experiences gained during his term that began in October and will continue to June.

**b. In camera discussion**

The meeting moved *in camera* on a motion by C. Kolybabi-Labossière and seconded by V. DePape.

Members returned to a meeting of the whole Board on a motion by C. Kolybabi-Labossière and seconded by J. Mabee.

**10. Date and Location of Next Meeting**

**Monday, April 12, 2010 at 5:00 p.m.  
Millennium Library, Buchwald Room**

**11. Adjournment**

The meeting was adjourned at approximately 8:00 p.m. on a motion by A. Hoefft.

**Appendix A**

WPL Board Presentation March 8, 2010

Trevor Lockhart, Branch Head/Librarian, Louis Riel Library

Welcome to new members, and welcome back to those who have been here before. It has been almost two years (July 2008) since the Board met here.

People are passionate about reading, about books, about libraries, about this library in particular. We're the second busiest branch in the City (behind Henderson). In 2009, we averaged 34,500 checkouts/month. This is up from 2008 where we averaged 32,500 checkouts/month. Keep in mind that we are also one of the branches that are closed on Wednesdays and Sundays, so we really make up for it on the days that we are open.

### **Opportunities and Challenges**

There are two matters I want to talk about:

- The Canadian Library Association (CLA) conference, 2009
- Building Renewal 2010

### **CLA 2009**

Thanks again to Rick Walker who asked me... I had the opportunity to attend this past year's CLA conference in Montreal. I was proud to represent Winnipeg Public Library (WPL) at the conference, but was sorry that more of us couldn't attend.

In typical Winnipeg fashion, I bumped into Rita Burgess in the elevator on the first night and we met up several times throughout the week.

As an organization, our Library is doing many of the things that are being talked about on a national level, and sometimes doing them better than other systems. We are all dealing with the same kind of issues, whether it's public, academic or special libraries.

I came away with many ideas: one of which is a "value calculator". This is not only a tool to show those who make decisions how much value a library provides over a year, depending on how you use it, but also a platform to showcase the services and programs that the library has to offer. I'm happy to see that WPL is working on a version tailored to our system.

Another lasting idea that enhances my ability to provide quality customer service is using a blog aggregator (Google Reader) to keep up with library and readers' advisory news. It's been a wonderful tool to keep on top of trends, new books, what's hot, literary events, etc.

### **Louis Riel Branch: Building Renewal 2010**

Actually this will be the second part of the renewal. Last year focused on the roof and exterior awnings; this summer it will be the interior.

- Painting doors and walls throughout;
- New flooring, carpet: but with ceramic tile in the high traffic areas and rubberized flooring behind the circulation desk and the back work areas;
- New lounge furniture and study tables throughout the building;
- New collapsible tables and recovered chairs here in the conference room, and a ceiling mounted projector. (We still have an old overhead projector, but more and more groups come to expect the newer technology).

### **Major change in the layout.**

A challenge was posed to the interior designer. The new layout needed to replace the adult and children's information desks with one combined information desk, and this desk should be close to the children's area, but still reasonably visible to those coming in the front door. Not an easy task in this building, because as you know it is designed with a dogleg curve. The designer came up with a completely new layout which creates some wonderful possibilities and some real changes for staff and customers.

### **Improvements:**

Popular material (fiction, mysteries, romance, sci-fi, westerns, Large Type, DVDs, CDs, new books, featured books, Express Bestsellers and paperbacks) are all amazingly now in the front third of the building. No more wandering to virtually the back of the building to browse the mysteries or romance.

### **New Teen Area created**

- Lounge area and dedicated shelving for YA material and graphic novels.

### **Two self-checkout machines:**

Customers can zip in and out and get a print out, pay fines with their credit cards, and eventually put money on their account for computer printing and photo-copying. We will still have a staffed circulation desk for those customers who need assistance, but the hope is that the self-checkout machines will free up the Circulation staff to get to the other “behind the scenes” projects which are not noticed by the public, but which are so important to the efficient running of the branch: for example, book and material repairs, processing magazines/materials, shelf-reading, processing requests and delivery. Introducing these machines will hopefully cut down on the volume of the repetitive tasks the Circulation staff are required to do. We’ve had issues in the past year of staff members being away ill for lengthy periods of time with repetitive strain and other illnesses associated with the heavy workload.

### **Self Pickup of Requests:**

Requests will be shelved in the public area. We expect to get a variety of responses to this system, especially in the beginning. I’m sure some customers will like the fact that they do not have to stand in line to wait for their requests. They can see how many holds they have and when they expire, so they can manage them themselves. Other customers will be concerned about having their reading preferences available to view by others. We’ve had one customer tell us that they stopped going to a certain branch and starting coming here because ours are behind the counter. We can mitigate the privacy issue somewhat by shelving the spines to the wall. Most people, I expect, will eventually adjust to the new system, and it is our role to help our customers adjust.

### **Tutorial Room:**

One of the staff offices, which is mainly used for storage, now will be turned into a tutorial room to be booked by customers who want a little more quiet study space. This is good, because one of the challenges of our new layout is that we will have a reduction in the number of study tables from what we currently have now. This is also during a time when library study space, at least at this branch, is becoming more and more popular. While more and more people are flocking to the web, people are also flocking to places that have access to the web: we’ve seen a huge increase of actual physical use of the branch since we’ve offered free Wi-Fi. Our designer accomplished the task of having the single information desk close to the children’s area, yet still reasonably visible to the front, by moving the children’s area further up into the middle section of the library, and moving the nonfiction from the middle to the back: basically swapping the two areas, leaving us with fewer study tables than we currently have.

### **Opportunities and Challenges**

Even though this building is just over 20 years old, we are welcoming the opportunity to refurbish and spruce up the place. The new layout offers some interesting improvements and creates some adjustments for customers and staff.

The bottom line is that this library serves a community made up of different ages, races and backgrounds, but they all love to read, seek information and come together in community here, and we strive to provide the quality of service they deserve.

Additional data:

16 staff, when fully staffed  
Collection size: 70,000 items