

Winnipeg Public Library Board (WPLB)
October 5, 2010 5:00 p.m.
Fort Rouge Leisure Centre / Osborne Library, 625 Osborne

Final approved minutes

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

Regrets: A. Hoeft, J. Mabee, Councillors M. Pagtakhan and H. Smith

Guests: Councillor J. Gerbasi
C. Reeve, Branch Head / Librarian, Louis Riel Library

Observer: J. Fudge, City Centre Library Advisory Committee

1. Call to order

Chair R. Burgess called the meeting to order and welcomed observer J. Fudge, of the City Centre Library Advisory Committee.

2. Approval of the agenda

The sequence for agenda items 3 and 4 was reversed. The amended agenda was approved on a motion by V. DePape and seconded by J. Watt.

3. Guest speaker Councillor J. Gerbasi

Ms Burgess welcomed J. Gerbasi, Councillor for the Fort Rouge-East Fort Garry ward of City Centre. Councillor Gerbasi said that it has been a great pleasure to represent her area for the last 12 years on City Council. She is essentially reapplying for her job as part of the civic election process.

City Centre community has great libraries. The Councillor was looking forward to the tour of the renovated Osborne Library. She is fond of Cornish Library; the celebration of its 95th anniversary is included in her campaign literature. She has always been supportive of libraries, and in particular of increases to the materials' budget. She had concerns about recommendations in the City's Economic Opportunities report, which recommended contracting out services; staff members are valued. Libraries should be available to everyone and should be well resourced. Councillor Gerbasi thanked Board members as volunteers, for the important work that they do.

R. Walker noted that the Councillor's sister, Melissa Steele, is the Library's latest Writer-in-Residence. Councillor Gerbasi said that she is thrilled at the appointment. Her sister is a short story writer, has two published books, and will be an excellent mentor.

Ms. Burgess thanked Councillor Gerbasi for her support, and said that the Board will continue to advocate for a permanent increase in the Library's base materials' budget. Councillor Gerbasi responded that it is important to support library services.

4. Guest speaker C. Reeve

Mr. Walker introduced Branch Head C. Reeve, who moved to Osborne Library in 2000 and has been Branch Head since 2004.

Ms. Reeve said that staff has been very busy over the summer. She gave a brief history of the branch, spoke about the benefits of the Library being situated in the Fort Rouge Recreation

Centre, the Library's programs, promotion, circulation figures, computer use, and the renovation. (See Appendix A.) She concluded by offering a short tour of the Branch to Board members.

(Councillor Gerbasi departed.)

5. Approval of September 13, 2010 minutes

The minutes were approved on a motion by C. Kolybabi-Labossière and seconded by V. DePape.

6. Matters arising from the minutes

a. Chair

Raise-a-Reader Day

In the Raise-a-Reader Day flyer, which was wrapped around the September 29 edition of the Winnipeg Free Press, the entire back page features Winnipeg Public Library. Ms. Burgess joined Library staff outside Millennium Library from 7:00 – 9:00 a.m. to offer free copies of the paper in return for donations for literacy in Manitoba. Donations decreased somewhat, this year. However, Ms. Burgess said she hoped that more Board members would be able to participate next year. Each participant gets a T-shirt, which this year was bright orange, and free breakfast. The weather was good, but due to road construction, there were traffic challenges.

Ms. Burgess thanked Board members J. St. Hill, J. Mabee, A. Wallace and B. McDonald for their attendance at the **re-opening of Louis Riel Library**.

The **Canadian Library Trustees' Association newsletter** contains our Board's article on the Jack Montgomery Community Outreach grant, specifically Kathleen Williams' project to encourage library use by Newcomers whose first language is not English.

The Board received an email from D. Bazin, President of the **Manitoba Library Trustees' Association**, in which she encourages Library participation in Remembrance Day activities. Mr. Walker said that the Winnipeg Public Library is working with Libraries and Archives Canada on a national program called Lest We Forget, which involves libraries and high school students researching WW1 veterans who died in battle, and researching their military careers. WPL is one of four Canadian library systems that are participating. WPL's Local History Room Librarian, L-P Bujold, took training from Libraries and Archives Canada in Ottawa for this program.

b. Treasurer

J. Watt distributed a revised financial statement dated October 5, 2010. He said that the 2010 budget was still on track, and gave highlights. He asked for members to sit on the 2011 Budget Committee. The Library Foundation's 2011 grant request is expected by mid-October. Therefore the Budget Committee would meet at the end of October. V. DePape and B. McDonald volunteered to join the Committee.

c. Executive Committee

Strategic planning

R. Burgess said that Executive Committee would be meeting with the strategic planning facilitator, Wendy Phaneuf, on October 25. At the November 8 Board meeting, members will receive binders with background information to be reviewed before the November 20 planning session. Ms. Graham will hold Dr. Singh's binder till he returns, but will email relevant documents so that he could give input.

Vacancies

The link to application forms has been forwarded to those Board and LAC members who are eligible to reapply for the 2011-2012 term. Advertisements will be placed in the community newspapers, and perhaps editorial space will be provided as well. Other publicity will include posting on the Library's website, distribution to various e-networks, and to some of those consulted during the Leskiw study. Also LAC Chairs have suggested that some applications be

placed on Library counters. The LAC recruitment poster has been updated and in addition to being distributed to Libraries, will be posted on the website. The Board recruitment poster will also be updated and distributed to Libraries. Ms. Burgess said she has received feedback indicating that customers do see the posters in their local branches. She encouraged Board members to share information on the Board and LACs with their networks. Ms. Graham will send the link to applications to all Board and LAC members.

It was suggested that, after the election, successful candidates be asked if there were people who were interested in our public library system, who might be potential applicants for the Board.

Administrative Assistant's position

Ms. Burgess said that Ms. Graham had provided her retirement date: August 31, 2011.

December Board meeting

The December meeting will be held at the Best Western Charterhouse on Monday, December 6, 2010, from 4:30 – 6:30 p.m. and will be followed by dinner.

d. Community Outreach

On behalf of Community Outreach Committee Chair J. Mabee, J. St. Hill reported.

- The Committee met on September 23 and chose not to have a guest speaker.
- The report from the 2009 Jack Montgomery grant winner is due by December 31, 2010.
- The closing date for applications for the 2010 Jack Montgomery Community Outreach grant is October 29, 2010. Information was sent to staff in August and September.
- Most of the CO meeting was spent reviewing and revising the 2011 Language and Literacy grant information and form to make it more accessible. The Committee decided to keep the full name of the grant: Community Outreach Language and Literacy grant. It is important that our Board members understand what the grants' program is about; Board members might know of groups who could apply. The form will be easy to fill out. Community groups and schools are targeted.
- The Board's section of the Library's website has been updated.
- For November – December issue of @ the Library, articles on recruitment and the 2011 Language and Literacy grant will be submitted.

Ms. Burgess thanked the Committee for doing a wonderful job. Ms. St. Hill replied that the work is evolving and members are making continuous improvements.

e. Manager of Library Services

Mr. Walker distributed copies of his report (see Appendix B), which included a facilities' update, status of the Aboriginal Services Study, Freegal music service, Raise-a-Reader Day, mobile website and catalogue, a new room booking and registration system, and the forthcoming policy on adults in areas intended for children and teens.

Mr. Walker added two more items.

An event to launch a collection of Chinese language DVDs was held on October 1 at Pembina Trail Library. Board member A. Wallace and City Centre LAC member J. Fudge attended. The collection was donated by the Winnipeg Chinese Cultural and Community Centre, represented at the event by its president, Dr. Joseph Du. Ms. Burgess regretted that she was unable to attend.

Winnipeg Public Library has now developed Welcome brochures, in a number of languages. The Library is seeking proof readers for some of the languages. Mr. Walker will send to Ms. Graham a list of languages for which proof-readers are needed; she will send that information to Board and LAC members. The handout content is generic and therefore can be used by all public libraries. More languages may be added. This is a joint project of WPL and Manitoba Public Library Services. The Chinese language version of the brochure was available at the launch of the Chinese DVD collection at Pembina Trail Library.

A Board member asked for background on the recent media reports about the Library. Mr. Walker said that the membership application now asks applicants to volunteer their cultural/ethnic background. For example, the Library planners wish to know how many Aboriginal customers there are, to ensure that Library services are targeted. The City's Community Services Department has been collecting this information for a while. The request for this information is within FIPPA guidelines, and is only asked of applicants 18 and over. The Library's form may be further modified to explain why this question is being asked. The question is also on the Library's program evaluation forms.

f. Board Reps. to LACs

Assiniboia LAC met on September 14 at Westwood Library. Mr. Hultin was unable to attend. He invited Board members to attend the LAC event being held at St. James-Assiniboia Library on October 16. Ms. Burgess proffered regrets.

City Centre LAC met on September 23 at River Heights Library. Board Vice-Chair C. Kolybabi-Labossière attended. She said that the LAC discussed the reopening of the Osborne Library on September 30 and ways they might participate in a launch. They have approximately \$61 remaining and would like to purchase an animal ottoman; LAC member J. Fudge volunteered to donate the balance. The LAC made suggestions for the Library's annual report: place an asterisk to explain reporting anomalies from one year to the next; the contribution from the LAC to the opening of the West End Library in February 2010 should have been listed; list ways WPL partners with other organizations to improve literacy. They also said that access to the Millennium Library book chute on Donald Street creates safety challenges. The next meeting will be on December 3 at Osborne Library.

Mr. Walker responded that the events at both Fort Garry Library and West End Library took place in 2010, and therefore were not included in the 2009 annual report. However, he apologized for the omission of LAC recognition in the report.

Regarding the book chute at Millennium, the chute is very near the park construction site. When the long Library delivery transfer trucks are at the loading zone, they do jut out into the street. Therefore the public has to walk around them into traffic to get access to the chute. If smaller trucks were used, the cost of the delivery service would increase.

East Kildonan-Transcona LAC met on September 16 at Transcona Library, Mr. McDonald said. Both he and A. Hoeft attended. The reopening of Henderson Library was discussed, along with ways the LAC might participate in the launch. The next meeting will be on November 23 at Henderson Library.

Lord Selkirk-West Kildonan LAC met on September 14 at St. John's Library, Ms. Burgess said.

- Members are actively looking for new members for their LAC within their community
- Board Rep clarified that all opinions and ideas are appreciated, even if some of these ideas are not used or accepted.
- Microsoft Office has been installed on more computers within every branch; this has been a great benefit to patrons.
- Summer reading program attendance is down significantly at all three libraries.
- West Kildonan Library has amended program times to avoid conflict with programs at a local school.
- Sir William Stephenson Library has had a lot of nursery school and daycare visits this summer.
- St John's Library's membership is up 36%; fines are up 49%.
- Picnic-in-the Park was held in late June at St John's Park and the branch hosted a WPL display and craft table featuring simple bookmaking crafts. Over 275 visitors were served...a great success.

Mr. Walker said that St. John's Branch will soon have a new Branch Head Librarian.

g. Speakers' Bureau

Mr. Hultin said that he will meet with Executive Committee for a debriefing. He has reproduced the copy for the Fact Sheet, as the original document was not accessible. He will forward the copy, to be duplicated for distribution, along with some WPL promotional materials, to the Manitoba Association of Teachers of English for an upcoming SAG gathering.

h. Books2Eat

Ms. Kolybabi-Labossière said the planning group's next meeting will be in November.

i. Manitoba Public Library Services

T. Surgenor said that he had nothing new to report.

Ms. Burgess noted that while she was at a Chamber of Commerce meeting, she was approached by a member who had not been able to download e-books to his iPad. Both Mr. Walker and Mr. Surgenor responded that the matter is probably under negotiation between OverDrive and Apple. The issue is about licensing, about who owns the rights and the technology. There's no standardization across the industry.

9. New Business

No new business was raised.

10. Other Business**a. In camera**

On a motion by Ms. Kolybabi-Labossière and seconded by D. MacEwan, the meeting moved *in camera*.

On a motion by Ms. Kolybabi-Labossière and seconded by Mr. DePape, members returned to a meeting of the whole Board.

11. Date and Location of Next Meeting

November 8, 2010 at 5:00 p.m.

Henderson Library, 1050 Henderson Hwy.

Guests will include Monica Giesbrecht and Heather Cram, from the landscape design firm that has planned the Millennium Library Park renovation.

12. Adjournment

The meeting was adjourned at 7:00 p.m. on a motion by J. St. Hill.

Appendix A**Presentation by Carole Reeve, Branch Head, Osborne Library****About Osborne:**

In 1937, local residents asked the Library Committee to provide library service to the area. The committee decided to open an adult library in a vacant classroom of Lord Roberts School. Service was very limited as they were only open 1 afternoon a week. A few years later, residents once again asked the Library Committee to open a branch in a storefront at 719 Osborne St. This location opened in 1941 with a collection of 4000 books and a staff of one, Edith McColl. Lord Roberts Community Club and Riverview C.C. provided volunteers to help run the library until 1945. In 1957, The Osborne Library moved across the street to a former Safeway store located at 700 Osborne St. The library moved to its present location, in the Fort Rouge Leisure Centre in 1982.

General information:

The Fort Rouge Leisure centre continues to be a busy facility, offering cooking, art and pottery lessons, as well as fitness classes. As a result, these areas of interest are in high demand at the library. Schools in

the area include Churchill High, Riverview, Lord Roberts and Our Lady of Victory. Seniors from Fred Tipping Lodge, as well as the Golden Rules Seniors Group which meets down the hall are frequent customers, as well.

In the past, Osborne received a Large Print deposit from the Millennium Library; we now have our own Large Print collection, which is well utilized by the seniors in the area.

Renovation Highlights:

- New flooring, carpeting, painting and furniture, using materials that do not release VOC's (volatile organic compounds such as formaldehyde);
- An improved layout for collections, seating and computers and new flat screen computers for the public;
- Lower shelving for greater accessibility and a new accessible service counter, with circulation and reference combined;
- Upgraded accessible washrooms;
- New accessible exterior book return chute;
- Slat wall for pamphlets.

Holdings as of December, 2009: 29,160

We are continuing to weed the collection based on items that do not circulate, condition and age.

2009 statistics:

Osborne circulated 97,380 items in 2009, up from 92,913 in 2008.

Computer usage:

Computers continue to be well used with a total of 8,253 bookings in 2009. We now have 3 Microsoft office workstations with Word, Excel and Power Point, as well as the ability to download/save material to a USB device or floppy disc. We have also added a large print keyboard to one of our work stations for visually impaired customers and have a large mouse available for people with mobility issues.

Programs:

Osborne offers Storytime for 3-5 year olds and their families, on Friday mornings at 10:30. We also offer a Baby Rhyme Time Program on Tuesday afternoons. Both programs are well attended, with an average attendance of 18 for Family storytime and 20 for Baby Rhyme Time.

During Spring Break we had Mago the Magician do a children's program that was very well attended.

Our Summer Reading program was cut short this year due to our renovation, but we still had 91 children sign-up and they were able to finish their booklets and get them updated at another branch. We had the month of July for Read Away your Fines and had two children read away \$16.00 worth of fines. This was our first year trying out the new Family Literacy Fun days, a program to encourage families to come to the library and have some fun with reading. We had 22 people attend and the feedback was very positive. We're also going to try a junk-mail recycling program for teens, next week. This is part of the Library Board's 2009 Jack Montgomery grant for the Teen Programs in a Box.

Osborne offered an Organic lawn care program in the summer and will be running several computer workshops over the next few months.

Appendix B

Manager's Report October 5, 2010

1. Facilities Update

Osborne Library – Reopened on September 30, 2010. Majority of renovations have been completed. A few deficiencies to be corrected over the next month. Plans are in the works for a Grand Reopening, some time in November.

Henderson Library - Renovations nearing completion. Anticipate contractor turning over keys next week. New shelving is already in place in most spots. Staff will start reshelving the week of October 12, 2010. Branch will open later in October with a Grand Reopening planned for some time in November.

2. Aboriginal Services Study

The working group has met three times and has now pulled together all the recommendations from the report. We will be going through them in more detail at the next meeting trying to develop actual initiatives to be undertaken to accomplish the recommendations; as well assign timelines, responsibility, and costs associated.

Copies of the Study and letters have been sent out to the various organizations who participated in the study.

3. Freegal Music Service

This is a new service that allows library patrons to download music from the entire Sony catalogue. We are working on a launch of this new electronic service for some time in October.

4. Raise a Reader Day

The library again participated in the Raise a Reader Day handing out newspapers at the front of the Millennium Library. This year the newspaper insert had a great article on libraries. Thanks to Rita Burgess who came out to help sell papers. The library raised over \$560.00 at its location this year.

5. Mobile Website and Catalogue

We are working on developing a mobile version of our website and catalogue that is readable on handheld devices. As more and smaller handhelds are in the market, patrons wanting to view our website and catalogue have a tough time doing so from the current versions. This would provide them with a bare bones site to link with information and services offered by the library.

6. Room Booking and Registration System

We have recently purchased an automated on-line room booking and registration system that we are currently working on setting up for library use. This will allow remote bookings as well as management of program registration in an automated environment.

7. Adults in Areas Intended for Children and Teens

Library administration has recently reviewed a draft plan to address the issue of adults in areas intended for children and teens. This policy is being developed to ensure that our libraries, and children and teen areas remain safe and welcoming places in our libraries.