

**Winnipeg Public Library Board (WPLB)  
August 8, 2011 at 5:00 p.m.  
Westwood Library, 66 Allard**

**Minutes**

Present: R. Burgess, Chair; D. Chung, V. DePape, Councillor R. Eadie, J. Mabee, J. St. Hill, K. Shwaluke, S. Singh, T. Surgenor, R. Walker, A. Wallace, B. Zuk, e. mackenzie and H. Graham

Regrets: Councillor J. Browaty, A. Hoeft, B. McDonald, I. Michalchyshyn

Absent: D. MacEwan

Guests: S. Hyman, Winnipeg Library Foundation Co-Chair  
J. Johnston, Westwood Library Branch Head

Observer: J. Gehman, Assiniboia Library Advisory Committee

**1. Call to order**

Chair R. Burgess called the meeting to order at 5:05 p.m. and shared regrets from Board and LAC members who were unable to attend. She welcomed the Board's new Administrative Assistant, eryl mackenzie, attending her first meeting as an observer.

**2. Approval of agenda**

Under New Business, "A party for H. Graham" was added. The amended agenda was approved on a motion by Councillor Eadie and seconded by J. Mabee.

**3. Approval of June 13, 2011 minutes**

The draft minutes of June 13, 2011 were approved on a motion by Councillor Eadie and seconded by K. Shwaluke.

**4. Guest S. Hyman, Co-Chair, Winnipeg Library Foundation (WLF)**

Ms. Hyman updated WPLB members on Library Foundation activities. She conveyed regrets from her Co-Chair, Paula Mitchell, who was unable to join her.

Ms. Hyman explained that the Foundation was established by WPLB in 1996 as a separate fundraising body, for which the first task was to build the new Millennium Library. It took 10 years of planning and fundraising to raise \$21 million from governments and the private sector, and two years for renovations to the former Centennial Library. The new Millennium Library opened in November, 2005. The Foundation is still fundraising for materials for Millennium Library. All other commitments have been completed.

In the fall of 2010, the Foundation submitted a written proposal to WPLB requesting a grant of \$20,000 and outlined its work to form partnerships for various fundraising initiatives. This is where their energy is directed, Ms. Hyman said.

The Foundation's major fundraising commitment at this time is the Library Park.

A total of \$7.4 million is required to complete Millennium Library Park. From the three levels of government, \$3.8 million has been received. The City has given \$2.4 million and the other levels \$700,000. Ms. Hyman said that the City's portion was larger as they had to redo the parkade ceiling so that the construction of the park could take place. Other confirmed support is \$90,000

from the Winnipeg Arts Council, and \$575,000 from the Cultural Capital Program of Canada, \$50,000 from Downtown Biz, and \$100,000 from the Winnipeg Foundation.

WLF has developed a new website which is up and running: [www.winnipeglibraryfoundation.ca](http://www.winnipeglibraryfoundation.ca).

To continue the work needed for the Library Park, WLF submitted a proposal to the Toronto Dominion Environmental Foundation for trees for \$20,000 and a submission to Manitoba Hydro for forest enhancement. WLF has distributed to library branches coin boxes, with new posters inserted, to raise funds for materials.

Ongoing activities include:

- Proposals to local businesses and corporations for funding for the Library Park;
- Continuing partnership with Downtown Winnipeg Biz, which is soliciting funders for furniture for which WLF is issuing charitable receipts;
- Ongoing talks with the City's Planning Property and Development Department re their very important role in the Library Park;
- Request to Winnipeg Foundation for support in 2011;
- Developing a fundraising campaign for corporate and individual donors. This includes direct mail and advertising on Transit.
- Next steps include working with the Manager of Library Services on the Cornish Library and St John's Library renovations to be completed as part of their 100<sup>th</sup> anniversary celebrations in 2015.

Ms. Hyman reiterated that WLF made its written request for financial support to the WPLB in the fall of 2010. In April 2011, WLF reps met with the Library Board's Chair and Vice-Chair to discuss the Foundation's fundraising activities and capacity building. In July, as requested, they provided the Library Board with a copy of their 2011 operating budget, and now have provided a further update. WLF is planning for an annual general meeting in the fall and at that time will provide reports on their activities. Ms. Hyman concluded by saying that the Library Foundation looks forward to a response from the Library Board about their request for support.

In response to a Board member's question about the anticipated completion date for the Library Park, it was noted that the first phase would be completed and open in the fall of 2011. Another member asked about the fundraising so far this year. Ms. Hyman said that WLF is seeking grants, and reviewing its donor base with a view to a direct mail campaign.

Ms. Burgess thanked Ms. Hyman for coming in from the lake especially for the Board meeting, to provide information that will be of particular benefit to new Board members.

#### **5. Guest J. Johnston, Westwood Library Branch Head**

R. Walker introduced Ms. Johnston, whom he said would be retiring on August 26. Ms. Johnston's presentation notes are in *Appendix A*. Mr. Walker added that there might be a solution to the parking issue, in which arena visitors take library visitor parking spots: customers would register their car license plate numbers with staff, and those vehicles not listed would be reported to the City for ticketing.

Board members wondered about the location of the Library, so far from the higher traffic on Portage. There are signs on Portage to direct customers but none of Allard.

Accommodations have been made for people with disabilities, it was noted: the exterior door is electronically accessible, as is the main floor washroom, and as Ms. Johnston noted, there is now an elevator to the basement.

A member suggested that a teen book club might be a viable option. Members discussed the changing demographics of the area, and the high degree of extracurricular activity with which teen programs would compete.

**6. Matters arising from the minutes**

**a. Keewatin median cut**

Mr. Walker said that the library is currently working on a new design for Keewatin Avenue access to Sir William Stephenson Library only. The design cost is currently being calculated by Public Works as part of a report going forward to the political level.

If approved, capital funding will be allocated and the work completed at some point in the next five years.

**b. LAC vacancy**

Due to a resignation on June 27, there is now a vacancy on the Assiniboine Library Advisory Committee. The position will be left vacant till the 2012 application process, which will begin in mid-September. An appointee would then complete the rest of the 2011-2012 term.

**7. Reports**

**a. Chair**

Ms. Burgess distributed Library Board badges with each Board member's name.

**b. Treasurer's Report**

Although unable to attend the Board meeting, Treasurer A. Hoeft sent a report, from which Ms. Burgess read the highlights. Board members made personal contributions to the reconstruction of the public library in Slave Lake, Alberta, a community that was devastated by a tragic fire in May. The Board matched that amount, and made a combined donation of \$350.

Mr. Hoeft has additional work responsibilities, and so when time is available, he is continuing to transfer the Board's accounts to Simply Accounting and is dealing with some minor problems. He is hopeful that the transition will be completed in time to enable a smooth transition of the financial records to the Board's new Administrative Assistant.

Payment of expenses is current and the budget is on track. Mr. Hoeft provided the account balance. He is working on the 2010 GST rebate calculations which are manual; the new accounting system is tracking 2011 GST.

**c. Executive Committee**

**Advocacy**

Ms. Burgess said that this is the time of year to request a meeting with the Mayor to discuss next year's budget allocations.

Members discussed Provincial election strategies. Discussion with candidates could focus on the Board's strategic objectives. Another big issue is funding for services outside the City of Winnipeg but within the capital region, a subject which could be addressed with every politician. Many within the capital region, with the exception of Dugald and Headingley, do not provide public library service. Others can pay the WPL's non-resident fee. If service is offered "free", then there needs to be a method of compensation to WPL.

Ms. Burgess said that in 2010 the Board had a successful process of getting information to civic election candidates. In conclusion, it was agreed that Board members will speak to their individual Provincial candidates.

Discussion shifted to the national dialogue on proposed cuts to Toronto's public library system. A consultant has proposed to Toronto's City Council dramatic changes to reduce costs to avoid a \$774 million budget shortfall next year. This has sparked a national debate about the value of public libraries. Meanwhile in Winnipeg, Ms. Burgess said, our public library system has received good, positive support from our Mayor and City Council. The Library system has received some regular increases, including an increase in the base materials budget.

**d. Succession planning**

Ms. St. Hill was pleased to announce the appointment of the Board's new Administrative Assistant, Eryn Mackenzie, who has experience related to the position. Ms. St. Hill thanked Succession Planning Committee members K. Shwaluke, A. Wallace, D. MacEwan, R. Burgess and R. Walker, and added that the process took longer than anticipated. Ms. Mackenzie provided information on her background, education and experience. She also added details of her work as a part-time contractor with the Winnipeg Arts Council as its Public Art Administrative Assistant. One of the projects with which she has been involved is the public art program for Millennium Library Park. Ms. St. Hill said that during August, Ms. Graham would provide transitional sessions. Ms. Mackenzie will begin her duties in September.

**e. Community Outreach Committee**

J. Mabee reported. For the three recipients of the Board's 2011 Language and Literacy grants, the Community Outreach Committee is issuing certificates mounted on plaques. Ms. Graham will notify the winners to collect their plaques from their partnering libraries.

The theme of articles prepared by B. Zuk and H. Graham for the September-October issue of *The Library* is recruitment.

The Committee's next meeting will be on Thursday, September 15 at 5:00 p.m. at St. Boniface Library. Discussion will focus on the Speakers' Bureau and actions assigned in the strategic plan to the Community Outreach Committee.

**f. Manager of Library Services**

Mr. Walker distributed two documents. The first was a professional development proposal in response to a Board suggestion that it fund a continuing education session for staff and Board members. Consequently it was recommended that annually the Board fund one speaker to present a workshop that would inspire, educate and encourage dialogue on a topic or issue affecting libraries today. Mr. Walker described a session that could be offered twice on one day, ideally during Canadian Library Month, and is waiting for confirmation from the invited speaker. The estimated cost would be \$1,800.

**MOTION: B. Zuk / J. Mabee**

**That Winnipeg Public Library Board accept the proposal as stated and the budget as stated, up to a maximum of \$2,000.**

**Carried**

The second document was Mr. Walker's regular report to the Board (see *Appendix B*).

**g. Board reps to Library Advisory Committees**

- The East Kildonan-Transcona LAC met on May 30, K. Shwaluke reported; it was a small group. Members welcomed new member D. Truderung.
- K. Faber took over from K. Shwaluke as Chair.
- Transcona Branch programs are well attended. For the last three summers their summer reading program had the highest number of readers.
- Members discussed suggestions for improving library services. Customers have requested E-book and BlackBerry seminars.
- To plan for the Branch's 50<sup>th</sup> anniversary the LAC will hold a special meeting on August 29.

Mr. Walker told the Board that e-book staff training has been posted on the Library's Intranet.

Ms. Burgess said that Ms. Mackenzie will arrange a meeting for the Board Chair and LAC Chairs for either Wednesday, September 28 or Thursday, September 29.

**h. Manitoba Library Trustees' Association**

Ms. Burgess said that MLTA's board will hold a conference call on August 17. She thanked T. Surgenor for funding these teleconferences.

**i. Winnipeg Library Foundation**

Ms. Burgess said that the WLF submitted a grant request to the Library Board last fall, for operating costs. In reply the Board said it would review the request after receipt of the Board's grant from the City, which would be in April 2011 at the earliest. The Board subsequently sought additional information, and received WLF's 2010 audited financial statements, and their 2011 budget which includes a figure of \$30,000 for their Executive Director. The Board is seeking quarterly statements of the Foundation's 2011 fundraising.

**MOTION: R. Eadie / V. DePape**

**That WPLB approve a total grant of \$20,000.00 to the Winnipeg Library Foundation for the calendar year 2011 by making payments of \$5,000 quarterly, to be issued upon WPLB's receipt of quarterly year-to-date statements of the Library Foundation's 2011 fundraising totals.**

**Carried**

It was noted that typical grant application processes identify deliverables.

**j. Public Library Services**

Mr. Surgenor spoke about e-books and publishing, customer service, digital rights, work of the Task Force on Library Accessibility, professional development, district-based statistics, and future learning opportunities on using technology.

- From a collection of approximately 17,000 e-book titles, 15,000 circulated in July 2011. The exponential growth is very exciting; over 100,000 titles have circulated already since January.
- The market has not settled on digital rights. Federal Copyright Modernization Legislation is intended to be tabled this fall.
- The Task Force on Accessibility has prepared a report. The federal government has abandoned the IELA Initiative.
- The Province is issuing a survey to public libraries to assess needs and training resources for municipal and regional library services.
- PLS is reviewing statistics and is gathering data on district basis; non-served populations will be included.
- PLS continues to support the efforts of the Manitoba Libraries' conference, in May 2012, participating on the conference planning and program committee.

**k. Strategic Planning**

For the public version of the plan, Ms. Graham will make the requested modifications and forward the draft to the Executive Committee. Further discussion will be tabled till the next Board meeting.

**8. New Business**

**Celebration of Heather Graham**

A committee, comprising e. mackenzie, R. Walker, J. St. Hill, K. Shwaluke and R. Burgess was formed to plan a gathering to take place on September 24 in recognition of retiring Administrative Assistant Heather Graham.

**9. Adjournment**

The meeting was adjourned on a motion by V. DePape at 7:40 p.m.

## Appendix A

**Westwood Library** 66 Allard Avenue Winnipeg, MB R3K 0T3

Branch Head: (204) 986-4745 Information and Reference: (204) 986-4742  
Children's Services: (204) 986-4747 Circulation (204) 986-4744

### Branch Hours

Mon	Tue	Wed	Thu	Fri	Sat*	Sun*
10:00 am 8:30 pm	10:00 am 8:30 pm	CLOSED	10:00 am 8:30 pm	10:00 am 5:00 pm	10:00 am 5:00 pm	1:00 pm 5:00 pm

\*Closed Saturdays and Sundays from Victoria Day to Labour Day

Westwood Library is a medium sized branch located in a residential neighbourhood. The branch holds approximately 55,000 items. In 2010, 234,900 items were circulated.

The library was originally known as the Assiniboine Library and located in the Westwood Village Shopping Centre on Portage Avenue. The present location was built as a Centennial project in 1967.

Winter hours were increased just over a year ago. The Branch is now open Sundays from 1:00 to 5:00 p.m. This has been very well received by customers.

Major renovations were undertaken in 2003. This made the branch a fully accessible facility with the inclusion of an elevator. These renovations also created a much needed program room with a seating capacity of 35.

Regular children's programming includes one weekly story time for ages 3-5, another weekly family story time for ages 3-5, and "Time for Twos". This is an introduction to story time which includes both parents or caregivers and children, and is also held weekly.

The Summer Reading Program is winding down. The theme this year is *Splash* and it has been very successful. Enrollment for the program at Westwood this summer is 436 children. We have had two pre-school and two school-aged programs done in house. Outside entertainment included an Aboriginal storyteller attended by 42 people and earlier today we had our Summer Reading Windup with Lulu and the Tomcat. These popular children's entertainers were well received by the 42 in attendance.

We have attempted some teen programming but to date have had little response. I am sure if we keep trying it will eventually catch on.

There has also been some interest in starting a book club. Because this involves participation with branch staff, I thought it wise to wait until there was a new Branch Head in place. I have spoken to the person who would like to lead the book club and she said she would approach the new branch head.

An organization called Kid Proof rents our program room on a regular basis to conduct babysitting and street proofing programs.

Our major concern at Westwood continues to be parking. Though the parking lot is very large we have encountered many problems during hockey season with arena customers taking up the spots designated for library use.

## Appendix B

### Manager's Report August 8, 2011

#### 1. Facilities Update

##### a. Cornish/St. John's Update

The Library is working on a Request for Proposals to be put out soon to potential consultants to look at a facilities program and accessibility study for the two Carnegie libraries.

##### b. River Heights Closure

The Library will be closed for health and safety reasons from August 22 until September 19 when a new roof will be put on the library. No books will be due during the closure. Books will not be able to be returned at the branch as the book chute will be closed. Holds will be available at the Fort Garry Library. No programming has been cancelled.

##### c. Millennium Library Park renovations

Completion of Phase 1 of the project is slated for early Fall 2011. Once completed, the public will have access to the park and walkways again. Public Art is slated to be installed in September 2011. Phase 2 is dependent on funding. The Winnipeg Library Foundation is assisting in fundraising efforts. The Downtown BIZ currently is marketing a display of furniture in the downtown area that people can sponsor for the park. The display is currently located in the Millennium Library lobby.

#### 2. Programs

##### a. OTSP Shortlist

The shortlist of titles for the 2011 On the Same Page program is out and people can vote on their favourite title. The four titles are Baldur's Song –David Arnason, Black Bottle Man – Craig Russell, Winnipeg 1912 – Jim Blanchard, and The Setting Lake Sun/Le soleil du lac qui se couche – J.R. Leveille. Voting closes September 10, 2011.

##### b. 50<sup>th</sup> Anniversaries

Four libraries are celebrating 50<sup>th</sup> anniversaries in 2011. The branches are Henderson, Transcona, Windsor Park and River Heights. To recognize this milestone we are planning celebrations in October during Canadian Library Month.

#### 3. Technology

##### a. Freegal

The Library is now providing access to Freegal, a downloadable music service that provides access to the entire Sony catalogue of over 450,000 songs as well as Sony's 200 - 300 weekly new releases. Freegal is both PC and Mac friendly. Files can be burned

to a compact disc or transferred to another device such as an MP3 player / iPod. Users must adhere to the Freegal licensing agreement.

**b. QR Codes**

The Library is beginning to add QR codes to its posters and other print material. When scanned, these codes take the user to other sources of information about the item the QR code is attached to. They are a new way of driving traffic to websites, and providing access to additional information. See Teen Summer Reading Club poster.

**c. Program Registration & Room Booking System**

The library is working on an automated program registration and room booking system that it hopes to have up before the end of the year. Patrons will be able to register on-line for certain programs and make room booking arrangements in an on-line manner.

**d. Photocopier/Print Station Replacement Project**

The library is in the midst of replacing its current photocopier/print station system with a new all-in-one device service. Through a City negotiated contract, new copiers will be replaced over the next few months that will allow the public to perform a number of functions through these combined copier/print stations.

**e. Zoomtext**

The library is rolling out a networked version of this print enlarging software in August. This will greatly improve the access availability of this product for persons with disabilities. The new version is also upgraded with other enhancements. All PCs will be able to use the software.

The networked version will allow a maximum of 15 users to access Zoomtext at the same time system wide. To assist the public with use of the software, we will be providing a tutorial for them to watch and learn.

**f. A/V Cost Changes**

The library has made a few changes to fees associated with the loan of DVDs and videos in response to public demand and in an effort to increase usage of this collection. The changes took effect July 1, 2011.

There is no longer a wear and tear fee associated with adult videocassettes, as this format is no longer being produced and the collection is shrinking and being replaced with DVDs. We cannot replace the damaged videos that the fee was established to offset.

ABE/ESL DVDs may be borrowed free of charge, as these items are of special need to adult literacy learners and new comers.

The public can now borrow Blu-ray discs from any branch in the system. The cost is \$2.00 plus G.S.T.

**g. Boopsie**

Boopsie for Libraries is a mobile library application designed for public and academic libraries. Through its AccessILS system it can connect with any integrated library system,



including our Horizon system, and makes it easy for patrons to see their account information, search the catalogue, place holds and renew books or other materials.

**h. Digitization Project**

The Library has received funding to begin a digitization project and is looking at digitizing old versions of the Henderson Directories. These directories are frequently used by genealogists looking for information about previous owners of home, etc.

**i. Book Vending Machine Service**

The Library is currently preparing a Request for Proposals for the purchase of book vending machines to be located in high traffic areas of the city that may not have a library in close proximity. These vending machines provide access to a limited range of materials such as paperbacks and A/V material. Library patrons will be able to “check-out” an item using their library card and return it to the same location or any branch in the system.