

Winnipeg Public Library Board Meeting
Monday, December 7, 2015 at 5:00 p.m.
Millennium Library – 251 Donald Street (Buchwald Room)

Minutes

	Present	Regret	Absent		Present	Regret	Absent
Joan Blakley	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trevor Surgenor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jeff Kovalik-Plouffe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aengus Bridgman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bob Foster	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alison McCullough-Butchart	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orest Kinasevych	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bonni Book	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bill Zuk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	David Chung	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rick Walker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Diana Szymanski	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Councillor Allard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Gordon Crook	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Councillor Schreyer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Pamela Zorn	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Guests: Darlene Wusaty, Section Head of Information Services
 Ryan Palmquist, Executive Assistant to Councillor Allard

The Library Board would like to thank Bill Zuk and David Chung for completing 3 consecutive terms.
 We wish them well on their future endeavours.

1. Call to order, welcome, housekeeping

The meeting was called to order at 5:03 p.m.
 The Chair welcomed Ryan Palmquist, Executive Assistant to Councillor Allard and thanked him for attending

2. Guest

See Appendix A for presentation highlights

3. Approval of November 2, 2015 Meeting Minutes

Motion

That the minutes from the November 2, 2015 meeting be approved as distributed **Carried**

1st: Diana Szymanski 2nd: Aengus Bridgman

4. Approval of Agenda

Motion

That the agenda be approved as distributed **Carried**

1st: Bob Foster 2nd: Bonni Book

5. Manager's Report

See Appendix B for report

6. Reports

Item	Description	Action
Chair <i>Joan Blakley</i>	<i>Outreach & Literacy</i> <ul style="list-style-type: none">- Letter was sent to Language Art Consultants in Winnipeg re: having display at library branches- Working to do displays at River Heights & West Kildonan Library through Library Services <i>Upcoming Events</i> <ul style="list-style-type: none">- January 19, 2016 – Charleswood Library celebrates its 1st year anniversary of being open- February 6, 2016 – Take your Child to the Library Day – Thank you to Councillor Dobson & Board members who volunteered to be guest readers- February 16, 2016 – Books2Eat Teaser at Sir William Stephenson Library- March 22, 2015 - Books2Eat Teaser at Westwood Library- April 2016 – Riel LAC will be hosting a meet & greet at St. Vital mall <i>Budget Consultations</i> <ul style="list-style-type: none">- The Office of Public Engagement has set up some “Let’s Talk” kiosk at library location- The public is welcome to use kiosk to participate in providing feedback about budget and the priorities for the City of Winnipeg until December 18, 2015 <i>Schedule for 2016</i> <ul style="list-style-type: none">- Distributed via e-mail and at the meeting <i>Name Tags</i> <ul style="list-style-type: none">- Anyone who needs a name tag is to contact Annabel <p>Reminder all receipts from Board & LAC members need to be received by Annabel asap</p>	

Motion	That the Winnipeg Library Foundation Q4 payment be released to the Library Foundation upon receipt of the Q4 report <i>1st: Bob Foster</i> <i>2nd: Jeff Kovalik-Plouffe</i>	CARRIED
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Motion	That the final payment to Eve Dutton be released for the Library Book Project <i>1st: Bob Foster</i> <i>2nd: Jeff Kovalik-Plouffe</i>	CARRIED
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Item	Description	Action
Vice-Chair <i>Jeff Kovalik- Plouffe</i>	Advocacy Committee will be planning a meeting in December	
Treasurer's Report <i>Bob Foster</i>	No report	
Library History Book Project	<ul style="list-style-type: none"> - Edits are being made to the manuscript - Dust jacket quote has been received but requires further discussion 	<ul style="list-style-type: none"> - Aengus to follow-up with vendor on how payments are to be made
Public Library Services Branch <i>Trevor Surgenor</i>	<ul style="list-style-type: none"> - Policy Toolkit is currently in translation to assist Manitoba libraries meet the provinces Customer Service Standards by 2017 - Manitoba's Speech from the Throne was delivered on November 16, 2015 <ul style="list-style-type: none"> o Mentioned a cultural strategy which may address funding for libraries o For more information visit http://www.gov.mb.ca/thronespeech/index.html 	
Library Advisory Committees <i>LAC Reps</i>	<ul style="list-style-type: none"> - Board and LAC applications have been received by the City Clerk's department; recommended appointments to the Board have been put forward - A LAC minute taking template has been developed and will be circulated to LAC members to use - Joan is working with some LAC members to develop a guideline for LACs to follow when planning an event <p>Assiniboia – comments from the Oct 24, 2015 Meeting & Greet were given to Rick Walker to review. Planning events on January 19 and March 22</p> <p>City Centre – no report</p> <p>East Kildonan-Transcona – an event is being planned. Details TBD</p> <p>Lord-Selkirk-West Kildonan – no report</p> <p>Riel – new Chair has been selected</p>	

7. Date and Location of Next meeting

Monday, January 4, 2015 at 5:00 p.m.
Cornish Library – 20 West Gate

Guests: Rick Watkins, Branch Head

8. Adjournment

Motion

That the meeting be adjourned at 6:30 p.m.

1st: *Bonni Book*

2nd: *Orest Kinasevych*

Appendix A

Guest Speaker Highlights December 7, 2015

- The Winnipeg Public Library Board (WPLB) welcomed Darlene Wusaty, Section Head of Information Services
- Career
 - o Started with Winnipeg Public Library (WPL) at the former William Avenue Library as a library assistant
 - o After obtaining a library degree, Darlene has worked in retail book business industry, Elizabeth Dafoe Library at the University of Manitoba and the Legislative Library before returning back to WPL in the information/reference stream of the system
- Section Information
 - o Information Services is located on the 4th floor of Millennium Library and responsible for adult non-fiction collection and the Local History Room
 - o There are 17 staff comprising of full-time and part-time senior librarians and library assistants
 - o All staff are involved in various levels of duties including, on & off desk duties, section and system duties which include but not limited to
 - Program delivery – e.g. computer training, makerspace, genealogy, historical interest (lest we forget), financial basis (wills & estate), consumer & recreational and oral history
 - Committee work – e.g. social media, tech training, adult programming, strategic planning, makerspace, collection development, consumer health
 - Collection maintenance – monitor usage, condition and relevance
 - Interlibrary Loan Service - patrons can request for materials outside the system (Canada wide if not found within the province)
 - Training – keep up with training with enhancements and new trends in technology to learn how to use and help the public
- Statistics (Jan – Nov 2015 approximation)

CUSTOMER SERVICE INQUIRIES	
Phone	6825
In-Person	18000
Other	1020

TYPES OF QUESTIONS RECEIVED	
Reference	13885
Equip. Help	3970
Info/Tech	2860
Direction/Policy	5090
Reader Advisory	40

- With tools and procedures in the section changing and evolving staff are dedicated to keep up with information in order to meet the main goal of providing the best public service as they can

For more information about Information Services please visit:
<http://wpl.winnipeg.ca/library/contact/branches/millennium/inforef.asp>

For more information about the Millennium Library Local History room please visit:
<http://wpl.winnipeg.ca/library/contact/branches/millennium/localhistory.asp>

Appendix B Winnipeg Public Library Board Meeting

Manager's Report December 7, 2015

1. Library Facility Updates

- a) **Transcona Library** – Two Open House events have been held to review the preliminary plans. Comments were generally very positive and people are looking forward to a new facility. The Library is trying to address two specific concerns raised by the community about the exterior look of the facility and the amount of parking. **Do any of the board members who attended the events have any comments on the preliminary plans?**
- b) **St. Vital Library** – Was recently closed so that Manitoba Hydro could work on upgrading electrical service to the building. Elevator inspections happening this week. Department of Labour inspections to be done shortly. Hope to have elevator in service before end of year. Phase 2 of project will get underway next year.
- c) **Windsor Park Library** – Architect working on detailed drawings. Final IDP being scheduled. Tender for construction in spring 2016.
- d) **Cornish/St. John's Libraries** – Working through review process of Historical Building Committee comments. Completion of design work pending clarification of funding support the Foundation has received.
- e) **River Heights Library** – Working on RFP for Grant Park Campus Plan and Feasibility Study that may include a new River Heights Library. To be posted shortly. **Public engagement will be part of process and Board and local LAC members will be invited to attend and participate in the discussions.**
- f) **Westwood/West Kildonan Libraries** – See Item #2

2. Proposed Change in Order of Library Replacement Projects

On July 15, 2015 a motion from the floor of Council direct the Libraries to report back to the Standing Policy Committee of Protection and Community Services at its October 2015 meeting with options and implications of advancing the date of the new leased Library facility within the Old Kildonan Ward (West Kildonan Library) to 2017 from 2021.

During the library's research into what options might be possible, it came to our attention that the Councillor for the St. Charles Ward was not comfortable with moving forward on the development of the Westwood Library in 2017. As both libraries were intended to be replaced with leased facilities of approximately the same scope, the option presented itself recommend moving Westwood Library replacement to 2021 and West Kildonan Library to 2017.

At the November 27, 2015 Standing Policy Committee on Protection, Community Services and Parks, Libraries presented a report and took questions from the Councillors. Following the discussion a motion was moved requesting that before the proposed changing of the order of library replacement within the Library Redevelopment Strategy is sent to City Council for consideration, that the Winnipeg Public Service report back within 60 days, with a public engagement plan to consult the two communities on whether they believe the priority order for the Westwood and West Kildonan libraries should be changed in the library redevelopment strategy and in the context of the potential increase in traffic at the St. John's Library. We will now work on a report that outlines a public consultation strategy with the goal of presenting it to the Standing Committee in February 2016. In the meantime, no further action will be taken on the report that was presented at the meeting.

3. Syrian Refugees

The Library is working with the Community Services Department to determine ways that we can assist with the anticipated influx of Syrian refugees. While the first needs of these refugees will be for housing, many will also be looking for support services. The library currently provides a high level sheet on what the library does in Arabic. We are looking at revising. We are looking at adding more to our collections (Adult, Children's, and dual language materials). We are connected to settlement agencies in the city and will look for other ways that we can help with the Syrian refugee settlement in Canada. **Does the Board have any thoughts or ideas the Library could examine to aid with this settlement process?**

4. Lib Answers

In January 2016, the Library will launch a new information service that will allow the public to ask questions online and receive the information they require. It will also be a valuable source of information for staff and public that stores answers for future use if the questions are asked again or if library customers are looking for information on their own. **Board members are encouraged to try out this service and let us know if they have any suggestions or concerns.**

5. Animal Services Calendars

To assist the Animal Services Special Operating Agency that is part of the Community Services Department, several branch libraries are selling Christmas calendars as a fundraiser for the Division. **If Board members are interested in picking up a calendar they can purchase one for \$10 at Millennium, Henderson, St. James, Fort Garry, West Kildonan, St. Vital, Louis Riel.**

6. In-House Use Surveying

On an annual basis the library conducts an in-house use survey from November 30 – December 6, 2015 to track the usage of material that is used in library facilities but not checked out. This is conducted for a one week period and then extrapolated to provide an annual usage statistic as part of our performance measures.

7. Fees and Charges

Fees and charges that the library has in place for fines, room bookings, book sales, etc. go up by a rate of inflation annually as set out by Council unless the increase is too small and then they are raised less frequently. In 2016, the following fees will be increased in library services;

8. Children's Library Card

The Library is in the process of producing a new Children's Library card that will be launched as part of Take Your Child to the Library Day – February 6, 2015. **What do Board members think of this card, and the concept of unique cards for different customer groups, occasions (E.g. Cornish 100th Anniversary). Do you have any other suggestions?**

9. Skywalk Wall

In an effort to animate the skywalk section of the Millennium Library and address some safety/security issues, we are installing an art wall long the section of the skywalk that looks over the front entrance of the library. Public Art plays an increasingly important role in our libraries helping to make them community destinations. I will pass around a couple images at the meeting.

10. St. Boniface Poetry Booth

The Library is working in partnership with Alliance Francaise and has set up a booth at St. Boniface Library where people can tape a poem. The goal is to expand the partnership in 2016 to connect the on-line poems with the Winnipeg Foundations, Community News Commons (citizen journalism) initiatives (Another partnership the library is actively involved in).

11. Staff Change

The Administrative Coordinator of Central Services (Millennium and St. Boniface), Gail Doherty is retiring effective December 18, 2015 after a 35 year career in libraries. Her replacement will be Theresa Lomas, current Administrative Coordinator of Information and Virtual Services. We are in the process of posting her position for a replacement. **Board members are welcome to attend her retirement event on Wednesday December 9 from 2-4 in the Carol Shields Auditorium.**