



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, November 17, 2022, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present:	J. Coles (Chair) V. De Luca K. Dilorio S. Dimick (Vice-Chair)	H. Findlay L. Littleton (left at 7:30 pm) L. McDonald Councillor B. Williamson
Absent:	F. Sheikh	
Staff:	D. Bott N. Bryans (Recording Secretary) H. Jones	K. Smith Curtis J. Spera K. Su (Secretary) H. Wellock

The Chair called the meeting to order at 6:02 pm.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda
None

1.2 Adoption of Agenda

MOTION: 2022-126 THAT the Agenda be adopted.
MOVED BY: L. McDonald
SECONDED BY: L. Littleton
MOTION CARRIED.

2. Chair's Remarks

The Chair reported that on November 16, 2022, the Library attended a Council meeting to present the Orientation and 2023 Budget and that it went well. Council comments expressed appreciation for the work that the Library does.

The Chair thanked staff for updating the policies on the Library Board's SharePoint site. She reminded Board members to fill-in the Board Legacy Document.

The Chair announced that it was L. Littleton's last Board meeting as a City Council Representative and she thanked her for her term of service. She also thanked Councillor B. Williamson for his term of service. Council will appoint two Council Representatives to the Library Board soon.

3. Declarations of Interest

There were no declarations of interest.

4. Adoption of Minutes

4.1 Regular Meeting – October 20, 2022

MOTION: 2022-127 THAT the Regular Minutes of October 20, 2022 be adopted.

MOVED BY: K. Dilorio

SECONDED BY: V. De Luca

MOTION CARRIED.

5. Monthly Updates

5.1 St. Catharines City Council

Councillor B. Williamson thanked Lori Littleton for her work as a Councillor on the Board. New Council met last night with positive responses to the proposed 2023 Operating budget.

5.2 OLS Update – J. Coles

None

5.3 CEO Update – K. Su

OLA Super Conference, hybrid style, is Feb 1-4, 2023. Board members are welcome to attend. Three SCPL staff members will present at the conference about On-boarding experiences. The CEO will keep the Board updated with more information to follow.

The CEO attended the second in-person CULC conference since the COVID-19 pandemic. It was in Halifax on November 7 & 8, 2022. He shared with the Board the following topics presented there:

- Safety and Security – common issue amongst public libraries in metropolitan centres, some libraries hire their own security staff which has some benefits such as customer service standards, while others work with the City or use a security company,

- Programs to engage seniors – while libraries offer tech help, computer classes to seniors, seniors can also instruct, share experiences, volunteer,
- Staff Recruitment & Retention – difficulties to competing with private sector include lower wages & public facing customer service with challenging customers,
- Staffing Challenge – caused by recruitment & retention reasons above and sick time, may result in temporarily closing branches for some libraries,
- Municipal Election Information – e.g. TPL launched an election website in the summer before the Oct 24 election, funded by TPL foundation, a panel of professionals identified 5 priorities, sent to all candidates to answer, hired third party company to make the responses available to the public, SCPL will share this information with the City Clerk's office.

5.4 Department Update – Innovation, Collections and Technical Service – H. Wellock
The Digitization Technician staff member provided a verbal update of the digitization of SCPL's scrapbook collection due to their age and condition. The Board thanked staff for their presentation.

6. Consent Reports

- 6.1 Correspondence (none)
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – October 2022
 - 6.3(a) Customer Service – J. Spera
 - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
 - 6.3(c) Innovation, Collections, & Technology – D. Bott
 - 6.3(d) Programming & Promotions – R. Di Marcantonio
- 6.4 Service Hours Survey Feedback – G. Howes

MOTION: 2022-128 THAT the Consent Reports be received as circulated.
MOVED BY: L. McDonald
SECONDED BY: L. Littleton
MOTION CARRIED.

7. Discussion Reports

- 7.1 2023 Annual Work Plan – K. Su
The Board received the 2023 Annual Work Plan. This becomes SCPL's 'to do' list for next year and is a benchmark for the CEO evaluation. The Chair requested that each department review the style of the Customer Service section to revise their goals to standardize style and make the plan more readable. The Board requested that the Plan indicate projects that overlap from the previous year.

MOTION: 2022-129 THAT the Board approve the 2023 Annual Work Plan as amended.
MOVED BY: V. De Luca
SECONDED BY: H. Findlay
MOTION CARRIED.

7.2 Port Dalhousie Branch Increased Hours Service Model – J. Spera and H. Jones
The Board received the Port Dalhousie Branch Increased Hours Service Mode pilot recommendation. J. Spera provided an overview and the Board discussed this new initiative:

- Response to community demand to increase the branch service hours,
- Impressive use of technology to reach an underserved neighbourhood,
- Customers may want to stay in the Port branch after hours, establish how to solve issue,
- Staffed Hours of work 10-3, Extended Hours monitored by Central staff while Central is open,
- Share communication specifics with the Board to advocate with the community, suggest a promotion mailer for Port Dalhousie area,
- Promotion could include the lockers and kiosk machines at Seymour-Hannah Arena,
- May provide new community networking & partnership opportunities,
- Establish criteria for evaluation of the project at the launch,
- If successful, service model may be offered in other SCPL locations.

MOTION: 2022-130 THAT the Board approves an Increased Hours Service Model Pilot at the Port Dalhousie Branch based on the criteria established in this report.

THAT the Board approves the revised hours of operation at the Port Dalhousie Branch for the Pilot period.

THAT the Board direct staff to develop success criteria for the evaluation of this pilot project.

THAT the Board commits to ensuring this model is not used to reduce staffing at branches.

MOVED BY: L. McDonald
SECONDED BY: Councillor B. Williamson
MOTION CARRIED.

8. In-Camera Session

8.1 In-Camera Agenda

8.1(a) Additions/Deletions to In-Camera Agenda

Item 8.4(a) Staffing (November Update) pulled from Consent Reports to Discussion Reports Item 8.5(a).

8.1(b) Adoption of In-Camera Agenda

MOTION: 2022-131 THAT the In-Camera Agenda be adopted as amended.

MOVED BY: L. McDonald

SECONDED BY: S. Dimick
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2022-132 THAT the Regular Meeting move to In-Camera Session.
MOVED BY: L. Littleton
SECONDED BY: L. McDonald
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:15 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – October 20, 2022

MOTION: 2022-133 THAT the In-Camera Minutes of October 20, 2022 be adopted.
MOVED BY: L. McDonald
SECONDED BY: S. Dimick
MOTION CARRIED.

8.4 In-Camera Consent Reports

8.4(a) Staffing (November Update) – L. Dobson
Item pulled from Consent Reports to Discussion Reports.

8.5 In-Camera Discussion Reports

8.5(a) Staffing (November Update) – L. Dobson
The Board discussed the Staffing report.

MOTION: 2022-134 THAT the In-Camera Staffing (November Update) report be received as circulated.
MOVED BY: S. Dimick
SECONDED BY: H. Findlay
MOTION CARRIED.

Lori Littleton left the meeting at 7:30 pm.

8.6 Return to Open Session

MOTION: 2022-135 THAT the In-Camera Session return to Open Session.
MOVED BY: V. De Luca
SECONDED BY: K. Dilorio
MOTION CARRIED.

The Meeting returned to Open Session at 7:39 pm.

9. Motion(s) Arising From In-Camera Session

MOTION: 2022-136 THAT the Board adopt any Motions arising from the In-Camera Session.
MOVED BY: S. Dimick
SECONDED BY: L. McDonald
MOTION CARRIED.

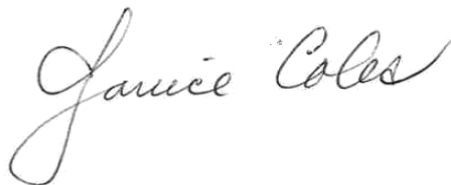
10. Motion to Adjourn

MOTION: 2022-137 THAT the Regular Meeting be adjourned.
MOVED BY: K. Dilorio
SECONDED BY: N/A
MOTION CARRIED.

The Regular Meeting adjourned at 7:39 pm.

11. Next Meeting / Upcoming Events

Regular Board Meeting – Thursday, January 19, 2023, at 6:00 pm, Mills Room, Central Library & Microsoft Teams



Chair



Secretary