



**Haldimand County Public Library**  
**1-117 Forest Street East**  
**Dunnville ON N1A 1B9**  
**(905) 318 5932**

## MINUTES

of a meeting of the Haldimand County Public Library Board  
Thursday, May 14, 2020  
UberConference Virtual Meeting, 5:00 pm

<b>Present:</b>	Linda Van Ede, Chair	Rob Shirton, Councilor
	Pat MacDonald, Vice Chair	Catherine Rozman
	Jo Geary	Mary Kent
	Paul Diette, CEO	Malcolm Millar

### 1. Call to Order

Linda Van Ede called the meeting to order at 5:05 pm.

### 2. Adoption of Agenda

**20-01** **MOVED** by Catherine Rozman, **SECONDED** by Rob Shirton  
**THAT** the Agenda be adopted with the addition of Item 8.2, *Library Maintenance and Monitoring During Closures*.  
**CARRIED.**

### 3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

### 4. Approval of previous Minutes

**20-02** **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent  
**THAT** the Minutes of December 03, 2019 be adopted.  
**CARRIED.**

## 5. Staff and Board Reports

### *5.1 Cash Flow Statements, November and December, 2019; January through March, 2020*

**20-03** **MOVED** by Linda Van Ede, **SECONDED** by Jo Geary  
THAT the Summary Cash Flow statements be accepted.  
**CARRIED.**

### *5.2 Monthly Activity Reports, November and December, 2019; January through March, 2020*

The reports were received as information.

### *5.3 New Cayuga Branch Project*

#### ***November***

- A leak from a public washroom toilet was identified and repaired by Facilities staff with silicon sealant.
- Icicles descending from the roof were reported by members of the public to Councillor Metcalf; the project manager followed up on the issue, confirming that there are no outstanding roof deficiencies and that the icicle formations were related to the drainage “chain-link” design at the front entrance.
- Arrangements were made between the Cayuga Chamber of Commerce and the County’s Supervisor of Community Programs & Events to place Christmas decorations on the facility’s grounds along Talbot Street. Some of these decorations would have normally been placed outside the former library facility, on the Village Green. Despite these arrangements, no decorations were installed during the Christmas season.
- I.S. staff reconfigured door lock settings so that entrance doors could be locked at any time in case of an emergency closure. Previously, staff encountered difficulty locking these doors at will, since they were programmed to lock only at closing hours.
- Demolition of the old library facility was completed throughout November and early December, 2019.
- A request was received from Cayuga Minor Baseball to display a pennant won by the club’s squirt-age team at this autumn’s Ontario Rural Softball Association tournament. The CEO agreed to display the pennant above the facility’s coffee bar.

#### ***December***

- On Friday, December 6<sup>th</sup>, the facility hosted an Open House event in lieu of a grand opening ceremony and in conjunction with Cayuga’s Light-Up Night. Local politicians, Library Board members, building project members, library staff and the public were invited to an informal meet-and-greet, which included refreshments and a building scavenger hunt. The scavenger hunt encouraged residents to seek out facts or items from both the museum and library collections for entry into a prize draw.
- On Saturday, December 7<sup>th</sup> the branch hosted an Optimist Club Santa Visit event. Just under 60 residents participated, with the majority also exploring the museum exhibit.
- Another leak was identified on a ceiling tile behind the circulation desk. A sheet metal journeyman from Flynn Canada identified the source of the leak as a condensation pipe from

the ceiling-mounted furnace unit. A gear clamp on the pipe was adjusted to prevent further leaks and the stained ceiling tile was replaced.

- Vestibule fans were identified as not functioning and not bringing warm air into the entrances. Contractor determined that they were never hooked-up or activated and made necessary corrections.
- A public washroom soap dispenser broke, likely due to janitorial staff attempting to refill it with soap. Unit to be replaced.
- A gaseous odour was identified in a public washroom and facilities staff determined the source to be the urinal drain. A utility room switch sending water to washroom drains had been shut off and staff were instructed to periodically activate the switch to send water to all drains.

### ***January***

- Patrons entering the building from both the Talbot Street entrance and parking lot doors identified slippery conditions on the brushed concrete floor. CEO ordered and put in place several floor mats.
- Leak under staff room sink identified and corrected by contractor.
- Project manager instructed Reid & Deleye to arrange for return of numerous seat and bench cushions which subcontractor had removed for corrections months ago.
- A local book club not affiliated with the library requested use of the program room in January and February to hold their monthly meetings while their normal location underwent construction. This request was granted by the CEO as a demonstration of community good-will.

### ***February***

- A staff kitchen electrical outlet repeatedly malfunctioned, causing a breaker to trip. Initially, the microwave was plugged into this outlet and after reassurances from the electric subcontractor that the outlet was properly installed, staff suspected the microwave unit was faulty and replaced it with another model. Subsequently, however, a kettle plugged into the same outlet, with nothing else running off the same circuit, also tripped the breaker several times. Corrections to this outlet remain outstanding; staff are able to reset the breaker.
- Because the breaker above also controls the back entrance door, the security alarm company was notified when the first breaker trip occurred. The alarm company called numerous staff in sequence and staff were unable to give verification codes as we had not yet been provided with those codes. Additionally, the staff emergency call order was incorrect. Both issues have now been addressed with the security alarm company, Big Dog.
- A ceiling tile stain was identified above the entrance to the program room, directly under a ceiling-mounted humidifier unit. Facilities staff checked the humidifier control panel in the utility room, observing a panel warning message related to the humidifier's safety chain. Subcontractor technicians returned in March to correct humidifier condensation issues.
- On February 26<sup>th</sup>, automatic entrance doors timed to open at 10:00am as scheduled, failed. Staff sought I.S. division clarification on override procedures as original instructions to override the system did not work.

### ***March***

- Windecker Road Films sought permission from the CEO to film in the library on Monday, March 23<sup>rd</sup> and Monday, April 6<sup>th</sup>. The firm planned to work on a documentary video featuring historical information on African-American settlers in the Canfield area. Haldimand County had issued Windecker Road Films both a film permit and a film location permit and the CEO agreed

to the use of library space. Since filming would occur on a closed day, patron use would not be impeded. Filming was subsequently cancelled due to the facility's closure.

- Requests were received from both the WSIB and Big Brothers Big Sisters to utilize the branch's program room for meetings. Big Brothers and Big Sisters later rescinded their request as desired dates conflicted with pre-bookings and WSIB organizers, who had wanted to use the space to offer information sessions to local employers, were forced to cancel bookings following the facility's closure.

#### **5.4 New Hagersville Branch**

No new business.

### **6 Business Arising**

No new business.

### **7. Standing Items**

#### **7.1 Strategic Plan**

A strategic planning session facilitated by Southern Ontario Library Services consultant Brandon Fratarcangeli was scheduled for Saturday, January 18<sup>th</sup> at the Cayuga Library but subsequently cancelled due to inclement weather. The session was rescheduled for April 4<sup>th</sup> but again cancelled following branch closures. The CEO will work with Brandon to determine an alternative date in the summer, delivered remotely via Zoom, as it is not expected meetings of more than five persons will be feasible for many months to come with pandemic precautions in place.

#### **7.2 Policies Review: FAC-1 General Facility Use**

The existing General Facility Use policy was reproduced in the Board package. The policy addresses issues regarding: smoking, pets, conducting business on library premises, fundraising on premises, disturbances and cell phone use and lists various behavioural expectations under the section "Patron responsibility and conduct". The policy does not address any expectations related to users' adherence to public health measures. In light of the COVID-19 pandemic and expected safety measures to be implemented to keep visitors and staff safe, the CEO recommended the addition of the following policy point:

- 1. In the event of a public health emergency and upon consultation with local health officials, various measures may be implemented in library facilities to ensure the safety of visitors and staff. Examples of measures include social distancing rules, installation of in-facility traffic control paths and service desk queue restrictions,*

*hand washing and sanitization procedures, and the wearing of face masks. Measures taken will be posted within the facilities and visitors who do not abide by them will be asked to leave. When necessary, the police will be notified. If an individual ignores oral or written warnings to leave the premises, s/he may be charged with trespassing under the Trespass and Property Act.*

Catherine Rozman debated the appropriateness of the existing policy's statement that "*patrons may be required to make available for inspections all bags and carrying cases*", stating that staff may be uncomfortable performing this task and that the process may be interpreted by patrons as a privacy infringement. Linda Van Ede confirmed that the statement was added to the policy several years ago following the theft of a large number of young adult materials from the Dunnville Branch by a patron using a knapsack. Board members agreed to further consider this policy statement and debate removing it during a subsequent review of this policy.

**20-04** **MOVED** by Pat MacDonald, **SECONDED** by Jo Geary  
THAT Policy No. FAC-1, General Facility Use, be appended as proposed.  
**CARRIED.**

### **7.3 Reporting Requirements**

No new business.

## **8. New Business**

### **8.1 Pandemic Closures**

On Friday, March 13<sup>th</sup> the Province of Ontario announced the closure of non-essential operations along with other measures to help contain the spread of the COVID-19 virus. This step included the closure of all library branches to the public.

During the following week, library staff remained on-site, working modified shifts. Each employee was offered her typical number of weekly hours, but those hours were scheduled Monday through Friday between 9:00am and 5:00pm and employees were able to choose when to log their hours in order to accommodate personal matters and priorities. Interbranch and regional courier deliveries were suspended that week. Numerous inventory and weeding projects commenced at all branches, keeping staff very busy.

On March 25<sup>th</sup>, all permanent part-time staff were sent via email a letter from the CEO, as prepared by Haldimand County Human Resources staff, regarding a COVID-19 Declared Emergency Leave of Absence. This letter entitled staff to an emergency leave, as described by the Employment Standards Act. Staff would receive their regular, base earnings (typical weekly hours) and benefits through to April 24<sup>th</sup>, providing the prescribed one-month notice period.

Should the Provincial Order for closure remain in effect past this date, the leave enables staff to be issued a record of employment and the ability to apply for employment insurance benefits through the Canada Emergency Response Benefit (CERB).

Staff working from home were asked to take numerous online training courses, all being offered at no cost from SOLS or other North American institutions with a library-focus.

Throughout the latter part of March, the library's community outreach coordinator and online resource instructor worked to produce videos of staff delivering storytimes, craft demonstrations and museum exhibit tours which were posted to a new library YouTube channel. Along with the CEO, both also assisted the County's Recreation division staff with the development of a corporate webpage entitled "New Normal / Stay-at-home Activities", on which numerous curated links were presented, offering residents access to online learning opportunities, fitness and outdoor activity suggestions, indoor activity suggestions, and downloadable options from numerous library databases. The outreach coordinator and online resource instructor also piloted several online contests for children and families, including a LEGO project, virtual art gallery, and ebook Bingo. Daily Facebook posts on the library's digital offerings and contests were scheduled.

While branches remained closed, the CEO accepted membership applications via email from new users, waiving identification and signature requirements. New members will be mailed physical cards upon re-opening, and should they choose to visit the library in person and borrow physical materials, identification and signatures will be required at that time.

The CEO used 2020 DCRF-funded collection enhancement budgets to purchase more than 300 Axis360 e-book titles in anticipation of increased demands for digital services while branches remained closed. This purchase was promoted on the library's website, through its social media venues, through County press releases and during a 92.9 The Grand radio spot. The CEO also procured trial access to several new databases, including PressReader (e-magazines and digital newspapers) and ABDO children's e-library, and took advantage of Freegal's offer to extend music streaming services to 24-hour, unlimited access (versus daily limits).

## **8.2 Library Maintenance and Monitoring During Closures**

Pat MacDonald asked the CEO if library branches were being visited and inspected during the closure period. The CEO confirmed that he had routinely been to several of the branches (Cayuga, Dunnville, Selkirk and Jarvis), ensuring that the facilities were free of vandalism or maintenance issues. He also confirmed that arrangements had been made with custodial staff at all sites to report any building problems immediately to the CEO for follow-up. No such issues were identified in March or April.

The next meeting will be held virtually on Thursday, May 28<sup>th</sup> at 3:00pm using UberConference software.

**10: Adjournment**

**20-05** **MOVED** by Malcolm Millar, **SECONDED** by Rob Shirton  
THAT the meeting adjourn at 6:28 pm.  
**CARRIED.**

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Linda Van Ede, Chair

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Date