



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, September 26, 2019
Jarvis Library : Meeting Room

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

1. Call to Order

Linda Van Ede called the meeting to order at 5:30 pm.

The meeting was attended by newly appointed Haldimand County Chief Administrative Officer, Craig Manley. Craig provided an introduction to his background and new role and emphasized the importance of maintaining and building upon the strong relationships between the Board, Council and municipal staff. He also highlighted the values the library provides to the community and the benefits of Board strategies coinciding with County goals and priorities. Craig left the meeting prior to further agenda items.

2. Adoption of Agenda

19-35 MOVED by Pat MacDonald, **SECONDED** by Catherine Rozman
THAT the Agenda be adopted with the addition of *Item 8.1, Cayuga Community Concerns*.
CARRIED.

3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

4. Approval of previous Minutes

19-36 MOVED by Mary Kent, **SECONDED** by Malcolm Millar
THAT the Minutes of July 23, 2019 be adopted.
CARRIED.

5. Staff and Board Reports

5.1 Cash Flow Statement, July and August 2019

- 19-37** **MOVED** by Pat MacDonald, **SECONDED** by Jo Geary
THAT the Summary Cash Flow statement be accepted.
CARRIED.

5.2 Monthly Activity Reports, July and August 2019

The reports were received as information.

5.3 New Cayuga Branch Project

Project Manager Ashley Schaeffer arranged pre-opening tours of the new Haldimand County Cayuga Library & Heritage Centre in late July. Councillors, Board Members and other community stakeholders were provided a tour through the new facility. The Centre opened to the public on Tuesday, August 6th. The new branch schedule is listed below and consists of 44 hours of opening per week, 20 hours more than the former schedule, or an increase of 83% :

Monday:	Closed
Tuesday:	10:00am to 8:00pm
Wednesday:	10:00am to 8:00pm
Thursday:	10:00am to 8:00pm
Friday:	10:00am to 5:00pm
Saturday:	10:00am to 5:00pm
Sunday:	Closed

Public response to the new building proved overwhelmingly positive throughout August. A summary of comments and feedback received by library and museum staff and management during the first three weeks of opening was presented along with specific expressions which captured the response of the vast majority of visitors.

Numerous facility deficiencies to be addressed were identified:

- Carpet tile in front of circulation desk with glue stains was replaced; replacement has lifted from floor;
- Large crack (approx. 3 feet long) in exhibit room by NW window; determined to be permanent;
- Numerous pits and dark stains on polished concrete floor; determined to be permanent;
- Exterior sign lights flickering or not functioning;
- Exterior scupper unpainted
- Dead and dying plants / brown or dead sod;
- Exterior plumbing vents unflushed;
- Lighting and glass shelving in exhibit display unit on wall facing library is incomplete;
- Book nook cubby doors require locks and opening mechanisms
- Inset cubby requires shelf to prevent unsafe climbing opportunities;

- Seat backs in book nook area require painting;
- Electrical outlet and USB ports on counters facing seating area windows to be checked for functionality;
- Motion lights in program room faulty; system switched to manual on/off;
- Motion light for washroom hall poorly positioned – not detecting movement soon enough;
- Various paint touch-ups required throughout
- Extra wire on program room ceiling light to be removed;
- Young adult bench seat cushion requires attachment to prevent sliding;
- Keys for storage room / mechanical room connecting door not functioning;
- Mechanical room entrance door sticky; requires repositioning;
- Step (pressure) stools required for children to reach public washroom sinks;
- Washroom sinks too small and recessed too far; existing sinks to remain;
- Automatic door push buttons in accessible washroom are not labeled in Braille; determined to meet code;
- Light in public washroom installed at incorrect angle;
- Decorative clock faulty; requires replacement;
- Archive room window crank improperly installed;
- Moving boxes to be repurposed or removed;
- Staff room fire extinguisher and Health & Safety board to be installed;
- Exterior no-smoking/vaping signs to be installed;
- Leaky public washroom faucet; repairs made by plumbing contractor on August 30th;
- Exterior fire safety box from old library to be repurposed and installed following demolition;

On August 6th, a strong rainstorm lasting approximately 30 minutes was experienced in Cayuga. Numerous roof leaks from the south row of skylights occurred and both the front and back downspouts were unable to handle the amount of runoff, creating large puddles at their bases. Within two days, the roofing contractor installed missing skylight trim pieces and applied sealant. In late August, another heavy rainfall occurred and no leaks were reported. The issue appears to have been fully addressed.

On August 7th, representatives from Haldimand County's Accessibility Committee inspected the facility and noted several concerns. Besides the accessible washroom push button issue listed above, members identified panels under public washroom sinks as hindrances to wheelchair access and stated that the urinal in the accessible washroom is too close to the tissue dispenser and the toilet itself. They also identified the disposal unit for hygiene products in one washroom as being too close to the floor. These issues have been shared with the Project Manager and are being assessed.

On August 16th, staff were provided with key fobs to operate facility doors. Rather than using metal keys, staff will access the building by swiping a fob before two electronic panels, one to the right of the parking lot entrance and the second inside that entrance's vestibule. These panels are linked to the automatic/accessible doors, which will unlock temporarily following fob swipes. At 10:00am, these two doors are programmed to open automatically. Adjacent doors require unlocking with dedicated metal keys. Alarm system procedures will be implemented soon. Both the fob and alarm systems will eventually be controlled by FAPO staff at the new administration building and this will eliminate the need to pay outside contractors to make changes to either system.

On August 27th, the CEO met with Sylvia Shekalo from Haldimand Norfolk REACH (www.hnreach.ca) to discuss possible use by REACH staff of the facility's new program room. For over twenty years, REACH rented space at the Cayuga library (\$200/month) and several afternoons per week staff met with local residents to provide a variety of services, including counselling, mental health referrals, child support contacts and youth programming. The CEO explained that the new room's function is to accommodate current and future museum and library programs and events and that the Building Committee decided it would not be rented to outside groups. However, due to REACH's longstanding partnership with the library and the extent to which its services benefit the overall community, an offer was made to allow REACH staff to make use of the room at a reduced rate (\$50/month), provided that use does not conflict with any museum or library programming. In contrast to REACH, GEDSB Turning Point, the former library's other lessee, cannot be accommodated in the new facility as its programming requires all-day use of rented space. Library staff informed the CEO that Turning Point has found a new home at Royal Canadian Legion Branch 159, Cayuga.

The CEO authorized a garden and watering service contract with Jeff's Outdoor on August 28th (\$2,726.82 plus tax). The contract will begin the first week of September and will end the last week of October, ensuring that new plantings are well tended for the remainder of the season. Jeff's Outdoor staff performed the original garden work and plantings as specified in the project contract. It was recommended by the Project Manager, Ashley Schaeffer, that a quote from Jeff's Outdoor of \$1,939.96 plus tax for 2020 garden maintenance also be included in the library's 2020 operating budget. That contract will involve weekly maintenance (no watering) in April, May and June; bi-weekly maintenance in July and August; and weekly maintenance again from September until the end of the season.

The CEO met with Facilities staff and L. J. Barton representative Jack Steeneveld on August 29th to review the facility's HVAC system, humidifiers, thermostats, vestibule heaters and related technologies and to discuss a maintenance service contract for said equipment. L. J. Barton, the original installers, will present a maintenance quote in September. The contract will include quarterly HVAC inspections, semi-annual filter replacements, annual condenser cleanings and periodic heat exchanger assessments.

On September 18th, a second accessible parking space will be created adjacent to the existing, single space as per the diagram below. Requests for an additional space were received by Councillor John Metcalfe and one request was received by the CEO on opening day. Facilities staff consulted with the CEO regarding the location of a second accessible parking space and painting of the accessible symbol will be performed by *Linestriping* staff.

Professional photos of the new facility were taken by Tom Arban (copyrighted) in early September and small versions of those photos were presented in the Board package. Also presented were copies of press releases regarding the new facility: *The Sagem*, August 12, 2019; *Haldimand Press*, August 08, 2019; and *Globe & Mail* online, September 18, 2019.

5.4 New Hagersville Branch

The current Ten-year Capital Budget includes \$3,448,500 for a 6,000 square-foot facility in 2020, along with \$52,600 in 2019 for an associated engineering and feasibility study. While site selection for the proposed facility will involve public consultation and input, the location initially under consideration is the current site of the Hagersville Satellite Office at the intersection of Main Street South (Highway 6) and King Street East (Highway 20).

North American standards for library building sizes are fairly consistent at a recommended 1 square foot per capita. A summary worksheet for branch spaces prepared by ARUPLO (*Association of Rural and Urban Public Libraries of Ontario*) was included in the Board package. According to the 2016 Canada Census, Hagersville's population was 2,815, a 14% increase from 2011 figures. The proposed 6,000 square feet will therefore meet North American standards for some time to come.

In late August, the CEO was contacted by Phil Mete, General Manager – Public Works Operations, who explained that the County was interested in submitting an application for an Investing in Canada Infrastructure Program (Community Culture and Recreation stream) grant. Eligible projects include recreation facilities, community centres (e.g. multi-purpose hubs), and cultural facilities (e.g. libraries and museums), among others and joint projects are encouraged. Approximately \$407 million in federal funding and \$320 million in provincial funding will be available nationwide over ten years starting in 2019-2020. Cost sharing percentages of total eligible costs are: federal, 40%; provincial, 33.3%; and municipal, 26.7%.

After consultations with Katrina Schmidt, the newly-appointed Manager of Community Development & Partnerships, County management confirmed the need for a new community centre in Hagersville and proposed that a joint community centre and library would make a worthy project for ICIP grant funding.

Phil Mete, Katrina Schmidt and Paul Diette met at Hagersville's Grant Kett Memorial Park to discuss a co-location project at this site, a property already owned by the municipality and one which provides development potential in close proximity to Hagersville neighbourhoods. The site is adjacent to the Hagersville arena, includes several baseball diamonds, is less than five blocks from the existing library branch, and is almost directly behind new housing developments (approx. 500 units, Empire Communities) along Highway 20. Grant Kett Memorial Park would provide a unique backdrop to a new facility and co-location with a community centre will create many synergies and opportunities, as evidenced by our existing co-location in Selkirk. The project would also open the door to enhancing the branch's historic Hager exhibit and furthering our partnership with Haldimand County Museums, already so successful in Cayuga.

Several days later, Phil, Katrina and Paul also met with local Councillor Tony Dalimonte, who agreed that the Park would be an ideal location and also agreed to further consider the group's suggestion that the Hagersville Farmer's Market could also be relocated and form part of the facility. Consultations with the community and, in particular, the local Chamber of Commerce are forthcoming.

Katrina Schmidt will be preparing the final project grant application to meet the November 12th, 2019 submission deadline. Architect Bill Curran (Their+Curran) was approached to prepare a

graphic program for the project, as required in the application process. This program includes building sizes and apportionments as well as adjacencies and relationships between facility usages. A copy of this conceptual layout was included in the Board package.

Also included in the package was a copy of an email from the CEO to Phil Mete and Bill Curran to assist with the graphic program preparation and clarify some of the library's project expectations. This email addressed the following:

- ✓ *The need for a defined children's area;*
- ✓ *The need for exhibit space to house the Hager collection and additional pieces from the Museum Division;*
- ✓ *Program room size;*
- ✓ *Public access to tap water as part of the library's role as cooling station;*
- ✓ *Teen space with bench;*
- ✓ *Public computer space requirements;*
- ✓ *Public seating area near windows;*
- ✓ *Circulation/service desk and staff work areas;*
- ✓ *Storage and utility room spaces;*
- ✓ *New material display areas;*
- ✓ *Connections between library and community hall spaces;*
- ✓ *Location of public washrooms within a shared facility;*
- ✓ *Room for study tables;*
- ✓ *Preference for the facility to be a single floor building;*
- ✓ *The need for more public feedback and focus group results.*

Earlier in the year, the CEO had discussed with Councillor Dalimonte a print and online public opinion survey, which would have had as one of its primary goals questions to solicit feedback on relocation to the HSO site or other preferred library locations. Both agreed to postpone the survey in light of the new ICIP grant opportunity and instead hold focus groups and release a modified survey later in the year.

The CEO sought Library Board approval to proceed with the new Hagersville Branch project forming part of the County's ICIP 2019/2020 grant application, following discussions at the September Board meeting.

19-38 **MOVED** by Jo Gary, **SECONDED** by Pat MacDonald

THAT the Board support the new Hagersville Branch project forming part of the County's ICIP 2019/2020 grant application.

CARRIED.

6 Business Arising

No items.

7. Standing Items

7.1 Strategic Plan

No new business.

7.2 Policies Review: Circulation (OP-12)

A copy of Operations Policy No.12, *Circulation*, was reproduced in the Board package. The CEO recommended five changes to this policy:

1. Claims Returned

OP-12 does not address claims returned and because the library's ILS (Symphony) does not track claims returned in a meaningful way, inconsistencies in applying claims returned practices have occurred. The addition of text which clarifies how many claims returned a patron can make and how the patron's account will be addressed once the maximum threshold is reached will eliminate these inconsistencies.

19-39 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent

THAT *Policy OP-12, Circulation*, be revised to include **Section 7: Claims Returned** and the text "*Patrons may claim to have returned items a maximum of three instances before borrowing privileges are reviewed by management and possibly suspended. An instance is a unique date on which materials are claimed to have been returned and can involve more than one item. Claims returned instances on other memberships for which a user has signed, e.g. a child's card, will also be considered during management's review.*"

CARRIED.

2. Loans: Subject Limit

Over a decade ago, elementary and high school homework projects often led to a depletion of print resources on particular topics by a few borrowers, to the detriment of other students. As a result, a limit of four items per subject per borrower was instituted. Currently, demands for non-fiction materials by students is significantly lower and the above policy is rarely, if ever, implemented.

19-40 **MOVED** by Catherine Rozman, **SECONDED** by Jo Geary

THAT **Section 3: Borrowing, Part 1. Loans, Item C)** *the number of items that may be borrowed on a particular subject is limited to four if there is a high demand for materials be removed from Policy OP-12, Circulation.*

CARRIED.

3. Loans: Holds/Reserves

The existing policy suggests that hold period for items which have become available for patrons includes days on which a branch may be closed, for a maximum of four days. In practice, only opening days are counted towards the hold period.

19-41 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent

THAT *Policy OP-12, Circulation, Section 3: Borrowing, Part 3. Holds / Reserves, Item C*) be amended to *items on reserve will be held at the front desk for a maximum of four opening days from the time of availability.*

CARRIED.

4. Loans: Lost or Damaged Items

Section 3, Part 6 of the existing policy refers to a staff position no longer appearing in the library's organization chart (Deputy CEO). It was recommended that the policy refer to "management" rather than a specific position.

19-42 **MOVED** by Jo Geary, **SECONDED** by Catherine Rozman

THAT *Policy OP-12, Circulation, Section 3: Borrowing, Part 6. Lost or Damaged Items, Item C*) be amended to *Replacement in kind, or substitution, for lost or damaged material will be at the discretion of management.*

CARRIED.

5. Loans: Replacements

While the practice of replacing lost items with patron-purchased copies of the same or similar title is discouraged due to associated cataloguing and processing expenses, it does occur and is sometimes to the benefit of the library. In the past, some worn or damaged copies have been swapped with fresh, new copies that prolong the shelf-life of popular titles. These exchanges were always done at the discretion of the Deputy CEO. The existing policy prohibits these types of replacement.

19-43 **MOVED** by Pat MacDonald, **SECONDED** by Jo Geary

THAT *Policy OP-12, Circulation, Section 3: Borrowing, Part 6. Lost or Damaged Items, Item D*) be revised to *Replacement in kind, or substitution, for lost or damaged material will be at the discretion of management.*

CARRIED.

7.3 Reporting Requirements

No new business.

8. New Business

8.1 Cayuga Community Concerns

Jo Geary stated that several Cayuga residents have approached her and expressed disappointment and frustration over the Cayuga Building Committee's decision to deny public

rentals of the program room at the new Cayuga branch. She also referred to a Santa Claus event planned by the Haldimand Optimist Club, which had hoped to use this room.

The CEO explained that the Committee decided not to rent the program room to the public for several reasons. The purpose of the room was to provide a venue for both library and museum events. Although current schedules of programs and activities do not utilize the space at all times, keeping the schedules clear of public rentals will enable library and museum programs to remain flexible and increase in quantity over time. Secondly, the room can not be accessed through a separate entrance when the facility is closed. The original building plans called for a movable wall which would segregate the room from general library space and allow for both the Talbot Street entrance and public washrooms to be accessible after hours. As the overall building size was reduced following final budget forecasts, however, this configuration was no longer considered feasible. Lastly, the Library Board's room rental rates are substantially lower than those applied by other County divisions, including the Museum Division. It was anticipated that the Library may be forced to match those rates at its Cayuga Branch and, ultimately, apply the higher rates consistently at all branches. This direction would not be well received by many user groups who turn to the library for affordable spaces.

The CEO agreed to meet with Jo Geary and Paul Gross, President of the Haldimand Optimist Club on October 8th to discuss how HCPL can cooperate with the Club to host the Santa Claus event and explore common goals and partnership opportunities.

9: Date and Place of Next Meeting (TBD)

The next meeting is scheduled for 5:30 pm, Thursday October 24th at the Cayuga Branch program room.

10: Adjournment

19-44 **MOVED** by Malcolm Millar, **SECONDED** by Catherine Rozman
THAT the meeting adjourn at 7:50 pm.
CARRIED.

Linda Van Ede, Chair

Date