



Haldimand County Public Library
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MINUTES

of a meeting of the Haldimand County Public Library Board
Thursday, June 10, 2021
Cayuga Library, Program Room, 5:30 pm

Present:	Linda Van Ede, Chair	Paul Diette, CEO
	Pat MacDonald, Vice-Chair	Regrets: Rob Shirton, Councilor
	Mary Kent	Jo Geary
	Grace Main	Malcolm Millar

1. Call to Order

Linda Van Ede called the meeting to order at 5:34 pm.

2. Adoption of Agenda

21-19 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent
THAT the Agenda be adopted as circulated.
Members agreed that, going forward, **Item 5.3 (New Cayuga Branch)** will be removed as a standing item in the Agenda and that any information regarding Cayuga facility issues will be included under the monthly branch activity report, *Facilities* section.
CARRIED.

3. Declarations of Conflict of Interest

There were no declarations of conflict of interest.

4. Approval of previous Minutes

21-20 **MOVED** by Grace Main, **SECONDED** by Pat MacDonald
THAT the Minutes of March 25, 2021 be adopted as circulated.
CARRIED.

5. Staff and Board Reports

5.1 Cash Flow Statement, March and April & May, 2021

21-21 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent
THAT the Summary Cash Flow statement be accepted.
CARRIED.

The CEO agreed to provide an updated balance of the Community Hubs capital Project in the June summary cash flow statement after obtaining 2020/2021 transaction summaries from the municipality's Finance Division. This project was carried forward from 2020 and related expenses were incurred in both 2020 and 2021.

5.2 Monthly Activity Reports, March, April and May 2021

The reports were received as information.

5.3 New Cayuga Branch Project

No new business.

5.4 New Hagersville Branch

No new business.

6. Business Arising

6.1 Jarvis Branch Vehicular Damage

On the evening of March 17th, a mother and daughter returning materials in the exterior drop caused extensive damage to the branch's exterior wall when they attempted to drive away from the return location. Their vehicle was in reverse gear rather than drive gear and struck the exterior wall, causing buckling and brickwork damage measuring approximately three feet by three feet. Significant drywall damage in the interior entrance vestibule was identified the following morning and the frame around the meeting room entrance door had also shifted. Additionally, paint had also peeled above the entrance and meeting room door frames.

Police were notified on March 18th and an incident report was filed. Haldimand County facilities and risk management staff were also involved. The police provided risk management staff with the driver's insurance information and incident number for insurance claim purposes.

Facilities staff employed Kalos Engineering to complete, on March 19th, a visual condition assessment of the vehicular impact on the east wall of the Jarvis Branch. Kalos Engineering recommended the following courses of action:

- *removal of gypsum, poly and insulation adjacent to the front door, at impacted area, from the floor to the underside of the ceiling, including the bulkhead;*
- *removal of the damaged exterior brick veneer;*
- *removal of the drywall in the meeting room on either side of the door and part of the exterior wall;*
- *inspection by an engineer of area framing to confirm extent of damage;*
- *once framework is exposed, Kalos will re-review and make detailed recommendations for required remedial work.*

Following initial inspection, Kalos also recommended that:

- *displaced framing be straightened and refastened;*
- *breaches in the exterior waterproofing and air barrier system be inspected and corrected;*
- *hollow metal door framing be adjusted;*
- *exterior aluminum entry door frame be adjusted;*
- *insulation and interior vapour barrier be reinstalled;*
- *drywall be reinstalled and repainted;*
- *brickwork be reinstalled*
- *caulking along exterior door system be performed.*

Kalos reported further that damages posed no imminent danger to the public safety but recommended that, while staff could use the entrance to access the building, the main and meeting room doors be barricaded from public use. At this time, due to COVID-19 pandemic measures, the library was closed to the public and offering curbside services only. Therefore, the proposed barricades posed no additional interruption to services.

The above impact assessment by Kalos was invoiced on March 31st at a cost of \$1,377.12. The cost was covered by the risk management division.

In early April, FAPO staff undertook the task of removing drywall in order that a subsequent inspection could be done to determine the extent of structural and framing damage. The site was then reviewed again by Kalos Engineering and the final assessment included the following observations and recommended repairs:

- *a 6'x6' timber column had split with the inner half shifting about 30mm inwards; an epoxy adhesive should be applied, the stud and double-stud jamb (below) should be clamped together and shifted back into original position;*
- *the double-stud jamb for the exterior window cracked and shifted inwards;*
- *the first exterior stud beside the 6'x6' column shifted inwards approximately 30mm*
- *the hollow metal door frame to the meeting room had shifted; the inner wall around the meeting room door should be removed and reconstructed to realign with the door draw;*
- *the light gauge steel stud beside the hollow metal door frame was damaged;*
- *the exterior brick was damaged and required replacement; brickwork should be removed to expose the wall sheathing and bricks reinstalled*
- *the aluminum entry door and window frame shifted slightly and caused the doors to not close properly; realignment and adjustment is required;*
- *gypsum wallboard, poly and insulation to all areas, including the bulkhead, should be reinstalled and repainted.*

General contractor Schilthuis Construction was asked to provide a budget estimate to perform the above repairs. The quote totaled **\$26,850 before tax**. All work was completed by Schilthuis in mid-May. All expenses were covered by the risk management division which will utilize a subrogation process, whereby the total cost, being less than the County's deductible with its insurance company, will be sought directly by the County from the driver's insurance company.

6.2 Curbside Services and Reopening Schedule

On April 7th, the Ontario government declared a third provincial emergency under s7.0.1 (1) of the Emergency Management and Civil Protection Act (EMPCA) and lockdown measures were enacted. The lockdown, which included stay-at-home orders, was subsequently extended until June 2nd. During this phase, public libraries were permitted to continue curbside services only. In late May, a three-step roadmap to safely reopen Ontario was announced, with Step 1 projected to commence the week of June 14th and Step 2 to commence a minimum of three weeks after that date.

During Step 2, which is expected to start on July 5th, public libraries will be able to open for in-person visits at 25% capacity. Capacity levels are calculated using a facility's square footage available for public use along with the number of public washrooms on site. The 25% occupancy limit is lower than that allowed during previous phases of in-person openings and will mean that the maximum numbers of patrons who can utilize our branches are as follows:

- Caledonia: 13
- Hagersville: 13
- Selkirk: 13
- Cayuga: 25 (*figure also includes potential museum visitors*)
- Jarvis: 25
- Dunnville: 25

These low numbers, particularly in Caledonia and Hagersville, influenced staff decisions regarding summer programming events and will necessitate crowd control monitoring by staff. Once occupancy numbers approach capacity figures, staff will attend entrances, allowing new visitors only once other visitors have left.

7. Standing Items

7.1 Strategic Plan

An overview of the strategic planning process was provided in the Board package. It was agreed that rather than establishing a Strategic Planning Committee, planning tasks will be undertaken by all members in sequence at regular Board meetings, with special ad hoc sessions scheduled as necessary to complete the process before the end of 2021.

Steps in the planning process were discussed and a general timeline was proposed:

Step 1: Situational Analysis (June through September)

Step 2: Imagining the Future (October, ad-hoc session)

Step 3: Identifying Mission, Vision, and Strategic Directions with Objectives and Tasks (October)

Step 4: Implementing the Plan and Monitoring (November/December).

As part of Step 1, Situational Analysis, several documents and tables of information were presented in the Board package to provide a profile of the library. This information included statistics snapshots of library finances, collections, circulation, staffing, facilities, programs and activities, and partnerships. The last HCPL Strategic Plan (2015-2017) was presented for review and an assessment of successes and challenges experienced during that plan's implementation was undertaken.

Throughout May, the CEO scheduled eight staff meetings to conduct SWOT (Strengths, Weaknesses, Opportunities, Trends) sessions with all but a few library staff members. Due to pandemic measures, a larger in-person session was not feasible. Each session lasted between two-and-a-half and three-and-a-half hours and, with few exceptions, highly engaging conversations about the library and its future occurred. A summary of those conversations, with all questions asked of staff reproduced in the summary, was included in the Board package to shed further light on the library's profile and current situation.

7.2 Policies Review: HR-05 (Compensation) and HR-09 (Staff Recognition)

HR-05 Compensation

In March, 2020 Haldimand County updated its Non-Union Policy to include some benefits to employees over the age of 65 years. Haldimand County Public Library **Human Resources Policy HR-05 (Compensation)** currently states, under **Section 3, Item 6, Part A : Benefits**, that benefit coverage will terminate when the employee reaches the age of sixty-five (65). The CEO recommended that this statement be replaced with the following wording, which is identical to the wording in the updated municipal Non-Union Policy:

Benefit coverage will terminate when the employee reaches age sixty-five (65). An employee who reaches the age of 65 years, up to and including 71 years, who would otherwise be eligible for health and insured benefits will instead be eligible for:

- Extended Health Care and Dental Plans identical to that provided to other Non-Union employees, or equivalent, with the following exceptions:
 - o The employee will no longer receive prescription drug benefits for drugs ordinarily covered by the Ontario Drug Benefit (ODB) Plan or any successor thereto;
 - o Any annual deductible and/or co-payment required under the ODB pay is the responsibility of the employee
- A non-taxable life insurance benefit in the amount of \$10,000.00 payable to the Employee's estate or designate, in the event that the employee dies prior to termination or retirement.

Accidental Death and Dismemberment Insurance and Long term Disability Insurance will not continue.

21-22 **MOVED** by Grace Main, **SECONDED** by Pat MacDonald

THAT wording in Policy HR-05 Compensation, Section 3, Item 6, Part A (Benefits) be replaced with the above benefit coverage statements.

CARRIED.

HR-09 Staff Recognition

Haldimand County Public Library **Human Resources Policy HR-09 (Staff Recognition)** currently states under **Section 2 : Retirement Recognition** that the value of the Library Board’s gift to the staff member will be related to the amounts established for service recognition. Service recognition amounts are as follows:

Five years of employment:	\$25.00 gift certificate from place appropriate to employee’s interests
Ten years of employment	\$50.00 gift certificate from place appropriate to employee’s interests
Fifteen years of employment	\$75.00 gift certificate from place appropriate to employee’s interests
Twenty years of employment	\$100.00 gift certificate from place appropriate to employee’s interests
Twenty-five years of employment	\$125.00 gift certificate from place appropriate to employee’s interests
Thirty years of employment	\$150.00 gift certificate from place appropriate to employee’s interests
Thirty-five years of employment	\$175 gift certificate from place appropriate to employee’s interests
Forty years of employment	\$200 gift certificate from place appropriate to employee’s interests

The CEO has learned from the municipal Human Resources Division that Haldimand County’s service award levels are now higher in all cases than those offered by the Library Division. The current municipal figures are as follows:

Service Award Level	Maximum Value (all inclusive)
5 years	\$50.00
10 years	\$100.00
15 years	\$150.00
20 years	\$200.00
25 years	\$250.00
30 years	\$300.00
35 years	\$350.00
40 years	\$400.00

The CEO recommended that **Policy HR-09, Section 2** be updated with new recognition values that match those awarded by the municipality as in the above table.

21-23 **MOVED** by Pat MacDonald, **SECONDED** by Mary Kent

THAT Policy HR-09 (Staff Recognition), Section 2 (Retirement Recognition) be updated to include the following service award values: \$50 (5 years of service); \$100 (10 years of service); \$150 (15 years of service); \$200 (20 years of service); \$250 (25 years of service); \$300 (30 years of service); \$350 (35 years of service); \$400 (40 years of service).

CARRIED.

7.3 Reporting Requirements: 2020 Annual Survey, 2021 Canada Summer Jobs

2020 Annual Survey

The 2020 Annual Public Library Statistics Survey was submitted online in April ahead of the April 30th deadline. This survey is required by the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries and must be completed in order to qualify for the annual public library operating grant (PLOG). The survey includes information on a library's finances, system holdings, staffing, facilities, circulation and programming activities, as well as partnerships and initiatives.

2021 Canada Summer Jobs

On April 23rd the CEO received confirmation from Employment and Social Development Canada that two grants for summer student employment, as applied for in February, had been approved. The Caledonia and Dunnville branches will each receive funds to hire a student for a total of 480 hours over eight weeks in July and August (30 hours per week). In the past, Canada Summer Jobs grants covered 50% of wages; this year, the grants will cover 75% of wages which are set at the student minimum wage rate. Existing student pages at both branches expressed an interest in these summer positions: Thomas Rickus will be offered the grant hours at the Dunnville Branch and Brhett Booker will be offered the grant hours at the Caledonia Branch.

8. New Business

8.1 *Ontario Library Consortium Move to Bibliocommons*

The Haldimand County Public Library belongs to the Ontario Library Consortium (OLC) which operates an integrated library system (ILS) cost sharing agreement. The Library pays OLC an annual membership fee, which includes the cost of a two-person OLC technical support team, and also pays a proportional share of the consortium's software licensing and support costs for SirsiDynix's Symphony ILS product. The OLC membership fee, after tax, is currently \$7,910 and HCPL's share of the annual software licensing and support fee, after tax, is currently \$12,578. Licensing fees also include several add-on products, including the online catalogue interface (SirsiDynix's Enterprise), eRC connectors (which allow communication between the library ILS server and various online database vendors, such as OverDrive and CloudLibrary), Digital Academy, and Collection HQ, a statistical report generator.

OLC consists of 21 member libraries across Ontario. Shared costs are calculated after an annual analysis of the number of bibliographical and patron records maintained by each member and the percentage of the total combined database represented by a member's individual records.

When HCPL joined OLC in 2016, its data was migrated to the OLC environment on SirsiDynix-supported servers in Ottawa. Unlike most members, however, HCPL opted not to integrate its records into a unionized database, whereby all participating libraries share common bibliographic and authority records. Various rationale led to the decision to join the consortium with a stand-alone database.

In late 2020, OLC embarked on an ILS and OPAC (online public access catalogue interface) review, seeking quotations from various vendors. While the group voted to keep SirsiDynix as its ILS platform, it also voted to switch from SirsiDynix's Enterprise to Bibliocommons' BiblioCore online catalogue interface. It was argued that BiblioCore offers additional features such as social media integration. Migration to BiblioCore by the consortium is scheduled to commence in late 2021, with a go-live date tentatively set in January or February of 2022.

The CEO was notified in April, 2021 that while Enterprise worked with both the unionized and stand-alone OLC databases, BiblioCore would not: standalone members (Haldimand County and Woodstock) would need to either join the union database or pay for separate instances of BiblioCore. The annual cost of a separate instance of BiblioCore is substantial and a one-time migration fee to the new OPAC platform would also apply. The amount of the migration fee will be determined by the consortium if HCPL were to choose this direction. The cost to join the OLC union database was quoted by SirsiDynix and would need to be paid in 2021 in order to be ready for the BiblioCommons launch in January/February, 2022. Considerable staff time would be required to map collection codes, modify reports, and address local subject heading issues throughout Autumn 2021 to prepare for such a migration.

The CEO and Cataloguing Team members remain reluctant to join a unionized database and meeting the expenses of either a separate instance of BiblioCore or a migration to the union is not feasible within the current budget. The CEO considers it unreasonable to request "emergency" funding from Council to cover the cost of a project that is neither desirable nor necessary.

A quote from SirsiDynix was subsequently requested by the CEO in May for the price of an independent software and support contract and continued hosting of the database on a remote SirsiDynix server in Ottawa. It was also requested that most add-on products, including eRC connectors, were included in the pricing. With the exception of the remote hosting, this scenario mirrors the arrangement HCPL had with SirsiDynix between 2001 and 2016, before it joined the OLC consortium. SirsiDynix quoted an annual software and support cost (Symphony + Enterprise + Add-ons) in line with current OLC membership and licencing share fees. SirsiDynix will also provide at no additional charge 15 hours of consulting services in order to help our system reprogram some of the Enterprise settings that were established by OLC.

Since the go-it-alone quote roughly matches our current annual consortium costs, the CEO recommended that we move in this direction. Our current OLC membership cost-sharing agreement is effective from January 1st to December 31st, 2021 and has been paid in its entirety. By providing the consortium with 90 days written notice of withdrawal and by not signing the next, 2022 agreement, HCPL can remove itself from the consortium without penalty. SirsiDynix has confirmed that it will be able to move HCPL's database out of the OLC environment at the end of December, 2021 and assist with any necessary configuration changes to ensure a seamless transition effective January 1st, 2022.

8.2 Summer Children's Programming

On May 26th, the CEO organized a meeting of children's programming staff to discuss the delivery of summer programs in light of challenges presented by the Province's 3-step roadmap to reopening. Prior to the announcement of this roadmap, it remained unclear whether or not the library would have the opportunity in the summer to offer limited in-person programs and much uncertainty therefore existed about how summer programming would unfold.

The stated occupancy restrictions under Step 2, whereby three branches will be limited to only 13 visitors at a time, would make it almost impossible to hold in-person programs: assuming four children attended an event and four parents/guardians brought those children to the event, building capacities would already be close to being met. Moreover, since only two staff members are typically onsite during a program – one to deliver the program and one to operate the circulation desk – it would be next to impossible for the circulation desk operator to simultaneously monitor and manage traffic flow in and out of the building.

A summary of the results of and decisions made at the children's programming meeting as well as a guide prepared by the CEO were presented in the Board package.

- *the theme this year is "Game On", which was originally selected for 2020 to tie in with the Summer Olympics. Any items already obtained for last year's cancelled programmes, including TD Summer Reading Club support materials, will be used this year;*
- *there will be no in-person programs except for a final "open house" event in late August at which programmers will operate a table with give-away items and treats. Registrations will not be required for these event and the specific dates and details are yet to be determined. It will supplant the traditional treasure box and bonus prize incentives offered throughout the season;*

- *the summer reading clubs, both children's and youth, will proceed as normal, with the same prize amounts distributed at each branch – ballots will be distributed in curbside bags when books are checked out (assuming curbside services are being utilized), including ballots requested for ebook titles read. The honour system will be employed as has been the case in recent years;*
- *six craft/activity kits will be prepared for July and six kits will be prepared for August. Each kit will be described generically so that there will be some flexibility in its content, as may be necessary due to supplies and sourcing of materials.*
- *the six kits available each month can be requested at any time during that month, allowing for more convenient access and participation;*
- *all kits will be distributed at no charge. The kits will not include anything that requires returning;*
- *no new virtual storytimes are planned for the season specific to summer programming, however video tutorials of selected crafts may be created;*
- *participants will not need to register for craft/activity kits, but instead simply need to request one or more of the kits by phone (or in person once we reopen). A family can request multiple kits for several children and several of the six kits per month can be requested at the same time; the only restriction is one of a particular kit per child;*
- *Recommended ages for each kit will be prescribed but will not be "enforced" at the time of kit request;*

8.3 Staff Retirements and Departures

A number of staff retirements and departures were announced in April and May:

Student Pages: Brooke Gillyatt (Cayuga); Kira Czeppek (Dunnville); Thomas Rickus (Dunnville).
 Library Assistants: Kim Bergin (Dunnville); Lynn Spencer (Dunnville).
 Branch Coordinator: Roberta Chapman.

All retirements and departures will occur between June and September. Job postings and recruitments to fill vacated positions will be undertaken throughout the summer.

9: Date and Place of Next Meeting

The next meeting will be held in person on Thursday, June 10th, at 5:30pm at the Cayuga Branch, Program Room.

10: Adjournment

21-24 **MOVED** by Grace Main, **SECONDED** by Mary Kent
 THAT the meeting adjourn at 6:42 pm.
CARRIED.

Linda Van Ede, Chair

Date