

**Fort Frances Public Library and Technology Centre  
Board Minutes  
February 15<sup>th</sup>, 2017**

The meeting of the Fort Frances Public Library Board was held in the Library on Wednesday, February 15<sup>th</sup>, 2017 at 3:30 P.M. in the Shaw Community Hub

**Board members in attendance:** Robert Schulz, Sheri De Gagné, Ken Perry, Kerry Zucchiatti

**Staff:** CEO/Secretary-Treasurer - Caroline Goulding, Manager Community Services – Jason Kabel

**Regrets:** Andrew Hallikas, Robin Dennis, June Caul

1. **Declaration of Conflict of Interest** - There were no conflicts of interest.
2. **Call for Non-Agenda Items**

Three items were added to the agenda under 7. Information Items:

- d. RRDSB Press Release
- e. CEO Contract
- f. SnOasis

MOTION#2017-07: Kerry Z. moved to accept the agenda of February 15<sup>th</sup>, 2017 as amended.  
Seconded by Sheri D. **Carried.**

3. **Minutes of the Meeting**

MOTION#2017-08: Kerry Z. moved to accept the minutes of January 18<sup>th</sup>, 2017. Seconded by Sheri D. **Carried.**

MOTION#2017-09: Kerry Z. moved to accept the in-camera minutes of January 18<sup>th</sup>, 2017.  
Seconded by Sheri D. **Carried.**

Going forward in-camera minutes will be distributed at meetings and collected once the meeting is adjourned.

4. **Business Arising from Minutes** - There was no business arising from the minutes.
5. **Items for Action/Discussion**
  - a. **Library Finance Discussion**

## 1. Library Financial Statements

MOTION#2017-10: Ken P. moved to accept the financial report of Mid December 2016 as presented and amended at the January 18<sup>th</sup>, 2017 Board Meeting. Seconded by Sheri D. **Carried.**

MOTION#2017-11: Ken P. moved to accept the financial report through January 31<sup>st</sup>, 2017 as presented at the February 15<sup>th</sup>, 2017 Board Meeting. Seconded by Sheri D. **Carried.**

MOTION#2017-12: Ken P. moved to transfer funds (\$19,213.47) from the reserve account to the capital account as directed by treasury. Seconded by Kerry Z. **Carried.**

## b. Policies – Update

MOTION#2017-13: Ken P. moved to bloc policies HR-01, HR-02, HR-03, OP-13, and OP-14. Seconded by Kerry Z. **Carried.**

MOTION#2017-14: Ken P. moved to accept the motion approving the above mentioned policies en bloc for the appropriate timeframe of each policy (HR-01, HR-02, HR-03, one year | OP-13 and OP-14, 4 years) effective this date. Seconded by Kerry Z. **Carried.**

OP-18 Markerspace and OP-19 Donations were edited, the revised copies will be posted online and will be voted on at the next meeting.

Issue of DVD and Video game fines was discussed. Currently, it costs \$3/day for video games and \$1/day for DVDs. Staff feel the size of the fines are a barrier and do not reflect the actual cost of replacing the items. The discussion was tabled until the next meeting when more Board members will be present. Staff will investigate if its possible to see how much overdue revenue is generated from these items.

## c. CEO Report

The YIP intern is leaving her position early as she has gotten a full time job with Project Sunset.

Caroline G. attended Super Conference and reviewed some of her main takeaways as they related to the strategic plan

- Community Approach
  - o Need to move away from the attitude of “if we build it they will come” and bring services out into the community

- Need to align the goals of the Library with the goals of the community
  - A needs assessment is a part of the Accreditation process
- Need to shift evaluation methods from quantitative to qualitative
- Staff > Provide a Positive Experience
  - Everyone has a right to use the Library in their own way. Conflicts can arise between patrons who have different priorities for the use of space
  - Need to build relationships with all our patrons, including problem ones
  - Need to recruit staff which reflect the community
- Staff > Provide Knowledgeable Staff
  - Need to ensure that staff development and training programs are aligned with the Strategic Plan
  - Programs need to be evaluated based on their effectiveness not whether or not staff like them
  - Professional development should not be used as a reward
  - Training needs to have a clear objective in mind
    - My plan is to add training objectives to performance evaluations
- Technology > Advocacy
  - Marketing is form of community engagement that allows us to use our brand to show how our services are unique and distinct
  - Libraries need to leverage their position within the community

A light for growing plants was purchased and staff plan to use it to market and augment the Seed Library. It's a great talking point to up sell the Seed Library to patrons and we will be using it to distribute seedlings as a part of the Seed Library.

Caroline G. is continuing to work on the Annual Report and the 2016 Statistics are very exciting:

- Total circulation (Print, Digital, In Library, and Database) was 103,178
- Total number of IT Resource uses (Computers and Wifi) was 25,913
- Total Program Attendance was 13,580
- Total Room Bookings were 968
- 112,593 people visited the Library last year

Staff are still working on fixing the security tag issue and the company is sending a technician.

Staff are engaged in a large collection evaluation process, starting with the Teen collection. We are changing the way we market the collection in the Library to have more outward facing books.

#### **d. Customer Service Promise Statement**

Library Staff will be creating a "Customer Service Promise Statement" that the Board will then approve.

e. **Next Meeting** - March 15, 2017

## 6. Information Items

### a. Accreditation Checklist

A checklist of the items that need to be completed for accreditation had been distributed to the board.

A meeting will be held on March 8, 2017 at 3:30 to begin work on the checklist.

### b. New Board Orientation

Caroline G. had distributed a link to the new kit created by OLS-N

Caroline G. went over how to create an account on LearnHQ so that Board members could access the Leadership By Design course. She also showed Board members the different types of courses and resources that are available on LearnHQ

### c. Ontario Budget Talks

An email was distributed to the Board about the Library proposal that is a part of the 2017 Ontario Budget Talks. All Board members are encouraged to vote.

Caroline G. reviewed how to create an account on the Budget Talks site

### d. RRDSB Press Release

A press release regarding the import of student records as a part of the RRDLIC was distributed

### e. CEO Contract

A contract has now been signed with Caroline G.

### f. SnOasis

The annual SnOasis event is upcoming on March 4, 2017. The Museum event is run in partnership with other organizations and is being held in the Library parking lot.

## 7. Adjournment

MOTION#2017-15: Ken P. moved to adjourn the February 15, 2017 Board Meeting.  
Seconded by Kerry Z.

**Carried.**