

**Otonabee-South Monaghan Public Library Board Meeting Minutes**  
**Wednesday, March 3, 2021, 4:30-6:00 p.m.**  
**Keene Library**

**Present:** Val Crowley, Nancy Caron, Elaine Trotter, Carolanne Nadeau,  
**Regrets:** Heather Zischler, Ann Cathcart-Andrews  
**Absent:** Mark Allen

**1. Call to Order** at 4:52 p.m. by Chair, Val Crowley

Board members discussed whether the meeting should go ahead due to not having a quorum. It was decided that the meeting would continue. Sensitive items, such as the Financial Report and Health & Safety Policy would be reviewed, but a motion for acceptance would be delayed until the next meeting.

**2. Acceptance of Agenda:**

*Elaine Trotter moved; Nancy Caron seconded that the agenda be accepted with the noted amendment. Carried.*

**3. Declaration of Conflict of Interest:** None

**4. Acceptance of December 16, 2020 minutes:**

*Minute Clarifications: Item 8 d) Panic Button... The Library Board's request that the OSM municipality purchase one panic button was approved. The Library board will pay for another button.*

*Item 11d) Pat Wood Memorial: ..... Her daughter has donated a picture of Pat, so that it may.... The retirement gift .... loaned by the family to develop a sticker as detailed below.*

*Item 12b) (last bullet) ..... The CEO has raised this concern on numerous occasions during budget presentations.*

*With the noted changes, Val Crowley moved; Elaine Trotter seconded that the minutes be accepted. Carried.*

**5. Delegations and Petitions:** None

**6. Correspondence:** CEO, Carolanne Nadeau has received correspondence from Ann McDonald, the Federal Election Returning Officer. Confirmation of use of the Bailieboro Branch Library for a future Federal Election was requested. The Library will be paid for the use of the library and the government will provide sanitizer and any PPE. Any of these items that are not used will be left for use in the Library.

**7. Health and Safety:** Nora Reynolds, OSM Library Health & Safety representative, provided a report reassuring the Board that the carpeted stairs does not provide any impediment.

**8. Standing items:**

**a) Hiawatha First Nation Formal partnership** - defer

**b) Survey-from Stewart Hall walk about, online, and branches update:** Elaine Trotter and Nancy Caron will, when they can safely meet, review the Stewart Hall survey. There is an opportunity to post the survey on the Stewart Hall community Facebook page in order to reach as many clients as possible. A concern that

clients fill out only one survey (at branch, on Social Media, or those delivered) was raised. This may necessitate an extra communication in the survey form.

**c) Stewart Hall Branch Committee –defer**

**d) Strategic Plan** – Ann Cathcart- Andrews will complete editing the Strategic Plan as decided at our last meeting. An appendix will be attached. Val Crowley will then e-mail the Plan and Appendix to Board members. There was some discussion around the length of time required for evaluation. It was noted that the Board needs to look at the plan at each meeting and will need data to support decision making and create awareness of the commitment of staff. This will also help with budgeting additional hours. Upon reference to notes, it was clarified that the Strategic Plan would be evaluated during the next 18 months.

**9. Acceptance of December 2020, January & February 2021 Financial Reports:**

- December 2020 Financials – Item 13, Reimbursements-reimbursements from the township for COVID related expenditures
- January/February 2021 Financials- Item 13, Reimbursements-rebate from SOLS for InterLibrary Loans.

***The acceptance of the Financial Reports was deferred until the next Library Board meeting.***

**10. Acceptance of the Chief Executive Officer Report:**

- January 2021 Financial Statement: 2714 Digital collection note: Flipster: It was noted that it could be beneficial to know how many patrons are accessing this feature or whether patrons are going in several times. This is not known and it is not certain that the information can be extracted. The cost for Flipster is approximately \$900.00 USD. A suggestion was made that perhaps Flipster could be advertised on the community signage.
- It was noted that ‘physical’ material circulation has decreased.
- February 2020 (note – this should read 2021), Item 13-Inter Library postage- 133 items have been requested from our patrons. SOLS covered the cost of this. We are sending out 3 times as much as our patrons are requesting.
- *New members:* It was noted that it is great to have new patrons. Is there some way to try to reach out to other communities in OSM? The CEO was asked for information on ‘active’ members at each branch and a possible report on trends. She replied that there is a possibility that Insignia might provide some of this information. The time needed to organize this information is a concern. Should we see such data on an annual basis, as such a break down may support some decision making.

***The acceptance of the CEO Report was deferred until the next Library Board meeting.***

**11. Business Arising from the Minutes:**

- a) **Pat Wood Memorial** – nothing to report at this time.
- b) **Stewart Hall Access Concerns-** see **attached** Health & Safety Rep. report.

**12. Board Management Activities & Development**

- a) **Health and Safety Policy – review**
  - The main change is Section 6 – Working Alone.

- Section 3:3c): Is there budget allocation for what is needed (i.e. First Aid Training)? The CEO noted that the 2022 budget will have an allocation.
- Section 3:3f): Are actual Fire Drills conducted? When the Fire Department comes in for inspections, they conduct a fire drill. The CEO will talk to H & S rep. about the need to do other fire drills. If this happens, it may be necessary to bring in people to be the 'clients'.
- Noted changes to the document: 1) Opening paragraph, 2<sup>nd</sup> last line – no comma between 'best achieved'. 2) Section 4:2 – 'with' not 'will' (... in accordance with Section 8...).

***As there was not a quorum, the Health and Safety Policy could not be accepted at this meeting.***

### **13. New Business:**

#### **a) Zero in CX Workshop Session for library staff:**

- The CEO reported on the recent 'Zero In' webinar and talked further with them about a possible session for the OSM library staff. She believes it would help to 'roll out' the Strategic Plan. The workshop deals with a customer based ideology. Some of the areas that they would address with the staff are: how staff 'see' the branch; what clients see coming in and going out the doors; Digital Doorway; how to see outside the box to bring in customers.
- CEO, Carolanne Nadeau believes that the Zero In workshop will 'respark' staff; help them think outside the box (i.e. how to reach all areas of OSM).
- The cost would be \$1917.00 plus 5 staff wages of \$1341. It would be during a 'working day' for Nora Reynolds and Carolanne Nadeau, so they are not included in staff wages calculation.
- There is a surplus of \$31,408 in December 2020, including the CRUS of \$20,669. This leaves a difference of \$10,738. (note: should it read \$10,739?). The SOLS connectivity grant that was not in the budget was \$790.00. There is \$11,529.00 in HR in Reserves. \*Pre-audit, these calculations may change.\*
- The CEO said that the costs for Zero In workshop training could be paid from funding from the prior noted surplus.
- Chair, Val Trotter had explored the Zero In website. She saw that the information dealt primarily with client based experiences.
- "Could we partner with another Library to help absorb the seminar cost?" "The CEO would like to focus on us." "Another library could provide 'outside' ideas". "As COVID continues, it may not be possible to mix with other groups".
- The CEO would like to provide this webinar to staff as soon as possible.

***As there was not a quorum, the Board could not go ahead with this.***

#### **b) Recruitment of new board members: Deferred**

### **14. Adjournment: 6:04 p.m.**

*Elaine Trotter moved that the meeting be adjourned.*

**Next meeting – Wednesday, April 14, 2020, 8:30-9:45 p.m., Bailieboro Library**