

Waterloo Public Library

Regular Meeting of the Board Via Zoom



Board Meeting Minutes

June 24, 2020

Waterloo Public Library – Board Meeting Minutes – 24/06/2020

Board Members Attending: K. Coviello (Chair); D. Charlton (Vice Chair) S.S. Ahmad; Councillor D. Freeman; R. Harder; K. McManus; J. Strong; B. Zubi

Staff: L. Clarke (CEO); A. Kipfer (Manager, Marketing & Communications)

Absent: F. Mensink

1. Call to order:

1.1 Land Acknowledgment

K. Coviello (Chair) called the meeting to order.

2. Approval of the agenda

Moved by D. Freeman, seconded by D. Charlton, that the agenda be approved with the addition of Meetings & Memberships in section 9.3.

Motion carried.

3. Disclosure of pecuniary interest and the nature thereof

None.

4. Approval of the minutes of the January 22, 2020 Board meeting

Moved by D. Freeman, seconded by R. Harder, to approve the minutes of the January 22, 2020 Board meeting.

Motion carried.

5. Business arising from the minutes

None.

6. Correspondence

L. Clarke shared a thank you message from a retired staff member as well as a letter received from a UW student who expressed gratitude for the role WPL played in their life.

7. Committee Reports

7.1 – Finance Committee – J. Strong – Report received.

- Committee met June 9th virtually with KPMG auditors who were impressed with the diligent work of WPL staff and Finance Committee.
- Next Finance Committee meeting is in September 2020

Moved by D. Charlton, seconded by J. Strong that the Auditor’s Report as amended be approved by the Board.

Motion carried.

Moved by J. Strong, seconded by K. Coviello, that First Quarter Financial Statements received as information to the Board.

Motion carried.

8. Information Items

8.1 East Side Branch Library Update – L. Clarke

- Release of the tender was delayed during COVID-19 to the end of June or early July
- Plan for an award of the tender by Council at an August Council meeting
- Construction to begin Fall 2020
- Completion of construction by December 2021
- Proposed opening to the public is Spring 2022

B. Zubi asked about whether any modifications will be made to the ESBL design due to COVID-19. L. Clarke advised that currently, no major design modifications are planned, but it could be a possibility. The architect has already included all touchless fixtures for taps, soap, etc., along with ‘sneeze guards’ where necessary.

8.2 CEO Update – L. Clarke

- In preparation for WPL To Go Curbside Pick-up service which began June 15th at the Main Library and John M. Harper Branch, all staff underwent extensive health and safety training. We have provided PPE including disposable masks, gloves and face shields. We will also be issuing 2 cloth facemasks with the WPL logo per person to reduce the use of disposable masks
- Curbside pick-up service will begin at MCC on July 7th along with access to computers and Wi-Fi. It will operate Tuesdays – their busiest days - and Saturdays. These services will be operated out of the Community Room to allow proper physical distancing. Wi-Fi service will also begin at the Main Library on that date. As the Stork YMCA is closed to the public, we can not offer Wi-Fi service at the John M. Harper Branch currently as there is no direct public access to the branch

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- WPL To Go curbside Pick-up service has been extremely popular with between 280 to 300 customers using this service each day and checking out approximately 3000 items per open day. Since opening returns, we have received 12,000 items of the 60,000 items checked out upon closure in March. Items returned are quarantined for 72 hours prior to being checked in and re-shelved
- We are happy to announce that until the end of 2020 no fines will be collected. We want to remove financial barriers for our customers during this challenging time. We know that fines deter use. Our fine forgiveness weekend in February was extremely popular. We had 661 cards renewed over the 2 days, an increase of 825% and 383 \$10 fine blocked individuals could begin using their cards, while 8,570 items were returned which is a 147% increase per day. Many customers expressed their appreciation and what it meant for them to be able to use the library again
- Our virtual services have been hugely successful. Numerous appreciative emails have been received from customers who have enjoyed the programs very much. An example of a popular program is that we had 554 participants in our 12 Trivia nights held to date. Our Ask Us service via phone and email is also well used and receiving approximately 300 questions per week on a wide range of topics
- Our e-resources circulation has increased over 50% and new users were up 114% in March and 250% in April. We believe that our usage will continue to grow as people who may not have chosen e-resources when physical books were available, now see their value
- We partnered with KPL to offer services to Monica House locations to assist the young mothers during COVID-19 closure– we lent hotspots, registered them for library cards, oriented them on using resources such as Lynda.com, provided additional programs and gave them board books through ELAWR
- Our Summer Reading Club is completely online this year. We have collaborated with the other ROW Libraries to share the cost of a software platform called ReadSquared. We have targeted age group activities and challenges. And we have a new program aimed at 13+ plus called Voice which is a summer challenge for our community asking you to read, write and action topics of racial, environment and social justice
- Our Visiting Library Service (VLS) is researching new models to serve our LTC homes during this time. WPL staff will do individual porch drop offs for individual VLS customers. (None of our 233 volunteers will be called back until further notice)

J. Strong asked about whether WPL received any government assistance because of COVID-19.

L. Clarke advised that WPL as an organization did not qualify for any COVID relief funds.

D. Freeman commented that she appreciated that the Digital Library was being centrally highlighted on the website. She was also happy about the fact that you can delay digital hold deliveries.

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B. Zubi asked about whether the library is purchasing additional copies of items that have long wait lists. L. Clarke advised that we have indeed been purchasing additional items and managing hold ratios as always. Increased attention and resources in particular to the digital library and popular subject lists such as Black Lives Matter

9. Other Business

9.1 Endorsement of the CULC (Canadian Urban Library Council) Statement on Race & Social Equity – K. Coviello

D. Charlton asked about whether CULC could look at the language with a lens that better reflects the current time to ensure that it is inclusive vs. othering. B. Zubi expressed that the statement seemed dated and that the language used could be updated. R. Harder asked whether CULC was working on updating it.

Moved by R. Harder, seconded by K. McManus that the statement be endorsed by the Board while L. Clarke takes feedback to CULC to look at the othering vs. inclusive language. L. Clarke will provide the Board with the direction CULC is taking.

Two abstained votes.

Motion carried.

9.2 Governance Committee

Moved by D. Freeman, seconded by J. Strong to accept the terms of reference drafted for the Governance Committee.

S.S. Ahmad will continue as Chair, as will committee members J. Strong and D. Charlton

9.3 Membership & Committees

A subsequent discussion was held, regarding increasing diverse representation on our library board. This discussion included how Board appointments are made (by the city) and what steps the library board could take to facilitate the appointment of diverse candidates, in future appointment cycles. This conversation will continue at the Governance Committee.

Discussion was held on how Board appointments are made and what involvement the Board had with the City who makes the appointments.

10. Date of next regular meeting

Wednesday, July 22, 2020 at 5:00pm via Zoom.

11. Adjournment

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Moved by K. McManus, seconded by B. Zubi that the meeting be adjourned.

Motion carried.