# Perth East Public Library

# PERTH EAST PUBLIC LIBRARY REGULAR MEETING OF THE BOARD

June 9, 2020 7:30pm Via ZOOM

#### **MEETING AGENDA**

- 1. CALL TO ORDER M. Kipfer
- 2. ADDITIONS TO and APPROVAL OF THE AGENDA

Recommendation – THAT the Agenda be approved noting any additions, changes, or deletions.

- 3. DECLARATIONS OF PECUNIARY INTEREST and the general nature thereof
- 4. MINUTES OF PREVIOUS MEETING

Recommendation - THAT the minutes of the Board Meeting of May 12, 2020 be approved as circulated.

- 5. BUSINESS ARISING FROM MINUTES OF May 12, 2020.
- 6. DELEGATIONS
- 7. CORRESPONDENCE
  - **7.1 LSC Shipments Reinstated -** new items will begin to be delivered week of June 22, 2020 Recommendation to receive correspondence as information.
- 8. FINANCE REPORT
  - 8.1 Year-to-Date Reports

Recommendation – THAT the un-audited May Year-to-Date Reports be received as information.

8.2 Accounts Payable

Recommendation - THAT the May informal listing of Accounts Payable be received as information.

- 9. CEO's REPORTS
  - 9.1 CEO's Report

Recommendation – THAT the CEO's report be received as information.

- 10. COMMITTEE REPORTS
  - 10.1 Finance Committee
  - 10.2 Personnel Committee
  - 10.3 Strategic Planning Committee
  - 10.4 PCIN Board
  - 10.5 SOLS Trustee Council 3
  - **10.6** Council Report verbal report from H. McDermid and J. Smith
- 11. BOARD EDUCATION
- 12. CLOSED SESSION REPORT
- 13. NEW BUSINESS
  - 13.1 Strategic Plan 2020-2025 2st Draft

Recommendation – THAT the Board receive the second draft of the Perth East Public Library 2020-2025 Strategic Plan as information AND THAT the Board approve the document as the official strategic plan.

13.2 Policy Review: Curbside Pickup & Delivery Policy

<u>Recommendation</u> – THAT the Board receive the policy titled "Curbside Pickup & Delivery Policy" as information AND THAT it be accepted as official policy.

13.3 Summer Meeting Schedule

<u>Recommendation</u> – THAT the Board adopt a Summer Meeting Schedule by eliminating the August 2020 Board meeting.

#### 14. ADJOURNMENT

### LSC is re-opening

May 25, 2020



### Shipments will resume the week of June 22<sup>nd</sup>.

LSC's management team are working hard to make the changes to the LSC workplace that will allow us to re-open with our employee's and customer's safety top of our priorities. Because LSC is more like a very large technical services department than simply a warehouse, the changes are somewhat complex.

In the week of June 22<sup>nd</sup>, shipments will be of material that was in house at LSC when we closed in March. However, we will quickly begin providing material published since then. Our processes prioritise bestsellers and other popular items. These will arrive – in quantity – starting the week of June 29<sup>th</sup>.

→ We will ONLY send material when you have confirmed that your receiving is open.

### **Changes to shipments**

All LSC shipments will be labelled to show the date that the box or bin was packed at LSC.

#### **Selection Services**

Our selection department is already back at work. Fall bestseller catalogues are in development and will be released ahead of schedule in June. Other fall selection resources are also in development and will be ready for ordering into the summer. Many new fall titles are already in the LSC database and can be ordered.

If your library has made changes to your budget or ARP profile, please let the LSC selection team know.

LSC selection staff are also available to assist with recommendations in any area that your staff might have fallen behind in.

### **Reducing touch points**

The best way to get material to patrons safely AND quickly, is to reduce the touch points when it first arrives at the library. To this end, LSC is happy to do any finishing steps that the library would normally do before items are shelf ready. Just ask.

Stay safe

Michael Monahan, CEO

### **8.1 YEAR-TO-DATE REPORT**



### TOWNSHIP OF PERTH EAST 2020 GENERAL OPERATIONS YEAR-TO-DATE REPORT

	2020	2020	2020	2020	Comments
May 2020 Revenue	Actuals	Version 6 - Budget		Budget	
,			Remaining	Used	
RECREATION & CULTURAL SERVICES					
Library Board					
REVENUE					
9-750-120-1005 Library - SOLS Grant	-3,672.00		3,672	#DIV/0!	2019 Connectivity Reimbursement for internet
9-750-120-1015 Library - Young Canada Works Summ		-5,579.00	-5,579		
9-750-120-1016 Library- Canada Summer Jobs		-4,100.00	-4,100		
9-750-120-1020 Library - Ministry of Culture Grant		-19,614.00	-19,614		
9-750-120-1035 Library - Donation Revenue	-246.00	-1,500.00	-1,254	16.40%	
9-750-120-1040 Library - Rental Income	-462.00	-2,000.00	-1,538	23.10%	
9-750-120-1046 Library - Township of Perth East Gra	-265,437.44	-265,437.44		100.00%	
9-750-120-1050 Library - Interest Earned Revenue	-1,723.73	-4,200.00	-2,476	41.04%	
9-750-120-1195 Library - Fines, Copies, Misc Revenu	-571.10	-5,100.00	-4,529	11.20%	
9-750-120-4095 Library - Used Book Sales	-154.25	-600.00	-446	25.71%	
9-750-120-7005 Library - Friends of the Library Dona	-115.85	-1,200.00	-1,084	9.65%	
9-750-120-7015 Library - Reading Programs	-309.00	-560.00	-251	55.18%	Guest speakers paid for by charging for tickets (only cost \$39.00 for Adam Shoalts)
Total REVENUE	-272,691.37	-309,890.44	-37,199	88.00%	-
NET	-272,691.37	-309,890.44	-37,199	88.00%	•
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### **8.1 YEAR-TO-DATE REPORT**



### TOWNSHIP OF PERTH EAST 2020 GENERAL OPERATIONS YEAR-TO-DATE REPORT

,	2020	2020	2020	2020	Comments
May 2020 Expenses	Actuals	Version 6 -	Budget	Budget	
y 2020 Expenses			Remaining	Used	
ECREATION & CULTURAL SERVICES					*
Library Board					
EXPENSES					
9-750-035-3145 Library - Snow Removal and Grass C		662.00	662		
9-750-202-2020 Library - General Salaries	37,328.66	162,423.00	125,094	22.98%	
9-750-202-2025 Library - General Payroll Benefits	4,659.84	21,289.00	16,629	21.89%	
9-750-202-2030 Library - Staff Appreciation	60.50	100.00	40	60.50%	
9-750-202-2060 Library - Travel and Meals		800.00	800		
9-750-210-3015 Library - Shipping and Postage	103.96	400.00	296	25.99%	
9-750-210-3020 Library - Telephone	453.31	1,460.50	1,007	31.04%	
9-750-210-3030 Library - Office Supplies, Copier Lea:	694.02	2,700.00	2,006	25.70%	
9-750-210-3050 Library - Computer Software & Servic	1,241.04	2,344.30	1,103	52.94%	
9-750-210-3055 Library - Audit Expense		1,333.00	1,333		
9-750-210-3070 Library - Insurance	9,396.60	9,410.11	14	99.86%	
9-750-210-3075 Library - Periodicals	28.19	540.00	512	5.22%	
9-750-210-3080 Library - Memberships and Educatio	235.62	900.00	664	26.18%	
9-750-210-3145 Library - PCIN Contract	13,443.00	45,419.00	31,976	29.60%	
9-750-210-3150 Library - Book Processing	2,869.63	6,800.00	3,930	42.20%	
9-750-210-3155 Library - Books and References	4,522.88	19,935.00	15,412	22.69%	Book club sets paid for by Friends of the Library fundraise
9-750-210-3500 Library - Automation & Connectivity	1,221.12	3,775.00	2,554	32.35%	
9-750-210-4050 Library - Videos and Audios	1,022.51	7,605.00	6,582	13.45%	
9-750-310-1570 Library - Advertising and Promotion	82.42	350.00	268	23.55%	
9-750-310-3150 Library - Fundraising		720.00	720		
9-750-310-3155 Library - Library Programs	472.19	1,020.00	548	46.29%	
9-750-310-3160 Li bra ry - PLOW		2,000.00	2,000		
9-750-500-3150 Library - Security Monitoring	805.18	1,796.00	991	44.83%	a .
9-750-500-4005 Library - Water and Sewage	314.16	1,000.00	686	31.42%	
9-750-500-4010 Li bra ry - Hydro	1,273.72	6,121.00	4,847	20.81%	
9-750-500-4015 Library - Propane/Natural Gas	1,976.13	4,591.00	2,615	43.04%	
9-750-500-4025 Library - Building Maintenance	275.47	28,016.00	27,741	0.98%	
9-750-500-4095 Library - Mat Rental	131.32	740.00	609	17.75%	
9-750-886-3050 Library Computer Purchase		3,200.00	3,200		
9-750-887-3500 Library - Furniture and Fixtures	763.11	749.00	-14	101.88%	
Total EXPENSES	83,374.58	338,198.91	254,824	24.65%	
NET	83,374.58	338,198.91	254,824	24.65%	•

### **8.2 ACCOUNTS PAYABLE**

### May 2020

Date	Company/Description	Amount
May 5	Mornington Communications	464.70
May 21	Hydro Stonetown (Hand sanitizer dispensers) Enbridge	183.02 96.94 465.81
May 28	MDM (Meter billing)	254.47
	<u>TOTAL</u>	<u>\$1,464.94</u>



9.1

CEO's Report

REPORT TO:

Perth East Public Library Board

PREPARED BY:

Kendra Roth & Allie Fallis

MEETING DATE:

June 9, 2020

ATTACHMENTS:

### **May Programming:**

- All May programming was cancelled

#### CEO'S Office:

- Completed the second draft of Strategic Plan
- Began training with Allie
- Continued working on Annual Survey
- Continue overseeing building maintenance
  - HVAC unit project continues
  - o Duct Cleaning
  - Circulation Desk Shield options
- PCIN
  - Met to discuss Curbside service,
  - Reinstated courier delivery days
  - Next PCIN Board meeting scheduled for June 10, 2020
- Curbside Service
  - Majority of the month was focused on creating policy and procedure for curbside service
  - o Ordering materials and PPE that are required for delivering the service
  - o Allie has organized for Bill Hunter to provide PPE training for library staff in June
  - Worked on new schedule for staff during Curbside service
  - Allie created press releases to keep the public informed as Curbside is rolled out in Perth East
    - Have also reached to Shopportunities and the Huron Perth Public Health Unit to provide information to individuals and families without access to internet on Curbside services.
- Recalling Library Staff:
  - o Recalled Cindy Dunbar as of May 19, 2020
  - Worked with Human Resources to recall additional staff throughout the month of June
- Continue to monitor summer grant positions
  - Due to all programming being cancelled PEPL will likely opt out of summer grant positions for 2020.
  - o Allie will oversee Library staff as they scale back summer reading programming and provide an alternative option for families.
- Maintained website and social media platforms as time permitted

### **COVID-19 Update:**

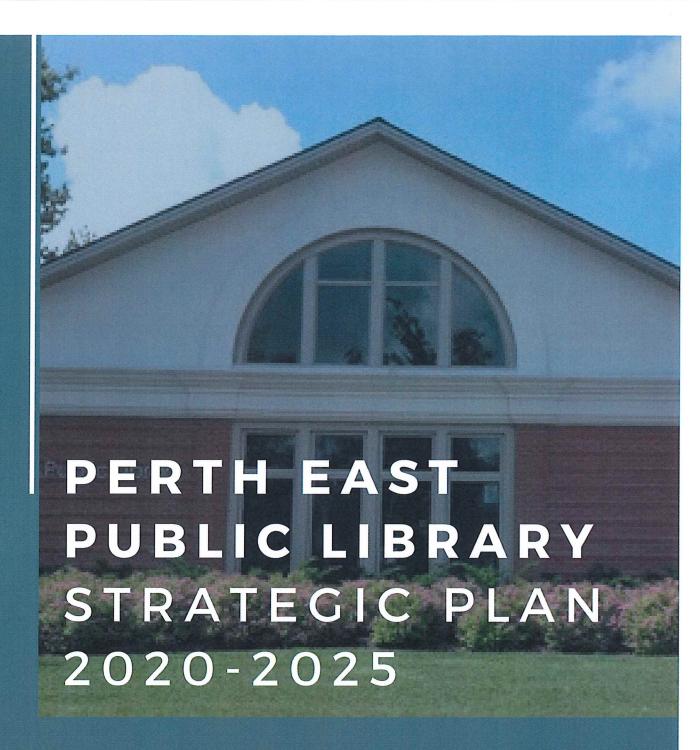
- Sourcing out options for circulation desk shield
- Sourced out signage for Curbside Pickup
- Bill Hunter has organized a new Health & Safety storage cupboard for PPE supplies that departments may access as needed
  - Finance has created new budget line for "PPE/COVID Expenses" to help track the additional expenses
- Continue to participate in ECG meetings regarding COVID-19 and work place safety

### 9.1 CEO'S REPORT CONTINUED

Month	# of		%			%	Computer/		%
	Patrons	Last Year	Change	Circulation	Last Year	Change	iPad Use	Last Year	Change
May-19	3876	3664	5%	3460	4358	-20%	337*	423*	-20%
Jun-19	3889	3684	5%	2956	3804	-22%	428*	527*	-18%
Jul-19	3894	3700	5%	4122	4375	-5%	525*	573*	-8%
Aug-19	3902	3711	5%	3620	4581	-21%	438*	503*	-13%
Sep-19	3918	3764	4%	3341	3974	-15%	360*	387*	-7%
Oct-19	3953	3783	4%	3991	4200	-5%	321*	345*	-7%
Nov-19	3971	3818	4%	3538	4133	-14%	292*	327*	-10%
Dec-19	3989	3832	4%	2940	3694	-20%	238*	227*	4%
Jan -20	3998	3849	3%	3591	4352	-17%	293*	428*	-31%
Feb - 20	4006	3849	4%	3701	4174	-11%	301*	299*	0.6%
Mar - 20	4015	3862	4%	3853	4108	-6%	<mark>178*</mark>	359*	-50%
Apr - 20	4010	3866	3%	0	4471	-100%	0	352*	-100%
May-20	4013	3664	9%	<mark>14</mark>	4358	-99%	0	337*	-100%
YTD	n/a	n/a	n/a	39,127	54,582	-28%	3711	5087	-27%

			Website			Download				
	#of		Visits		Download	Library	0		Wi-Fi	
	Active	Website	Last	%	Library	Checkouts	%	Wi-Fl	Use Last	%
Month	Patrons	Visits	Year	Change	Checkouts	Last Year	Change	Use	Year	Change
	-									
May-19	1261	1947	1984	-1%	485	463	4%	N/A	N/A	N/A
Jun-19	1260	1766	2468	-28%	448	378	18%	815	560	45%
Jul-19	1256	2156	2528	-14%	460	410	12%	N/A	752	=
Aug-19	1269	1943	2215	-12%	503	373	34%	N/A	924	-
Sep-19	1260	1832	2087	-12%	381	472	-19%	N/A	858	
Oct-19	1280	1936	2205	-12%	418	439	-4%	N/A	684	
Nov-19	1272	1924	2275	-15%	368	410	-10%	N/A	661	
Dec-19	1272	1955	2286	-14%	394	421	-6%	N/A	290	
Jan-20	1264	2170	2390	-9%	608	535	13%	N/A	820	
Feb -20	1262	2010	2049	-2%	591	496	19%	N/A	857	
Mar - 20	1246	<mark>2567</mark>	1891	35%	<mark>607</mark>	574	5%	N/A	825	
Apr – 20	1223	<mark>1031</mark>	1957	-47%	<mark>696</mark>	568	22%	0	818	
May-20	1198	<mark>1000</mark>	1947	-48%		485		0	414	
YTD	n/a	24,237	28282	-14%				N/A	N/A	N/A

<sup>\*</sup>Highlighted numbers are during closed months due to COVID-19.



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# **OUR MISSION**

Perth East Public Library builds community by providing welcoming & vibrant spaces that inspire discovery and lifelong learning.

# **OUR VISION**

The library is recognized as essential to the community as an innovative hub that takes a collaborative approach to encouraging literacy, innovation, and opportunity.

# **OUR VALUES**

Opportunity: provide unique learning experiences for all ages.

Literacy: foster literacy and nurture lifelong learning.

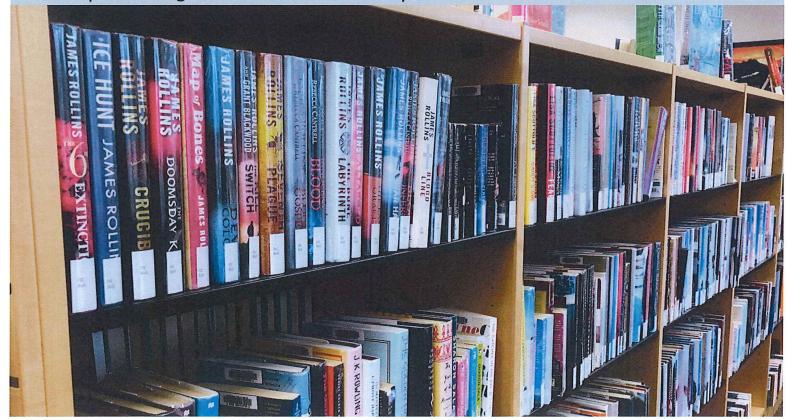
**Intellectual Freedom:** protect the rights of library users to access all expressions of knowledge.

**Innovation:** enhance library services that are efficient and meet the changing needs of the community.

**Partnerships**: foster relationships with community partners, local government and staff.

**Accountability:** ensure that library services are relevant and administered in a fiscally responsible manner.

**Stellar Service:** serve the community with integrity and skill, promoting continued staff development.



# STRATEGIC GOAL 1

# Promote Awareness of the Library and its Role in the Community

The library will promote itself as an essential service to the community. To this end, we must:

- Engage the public in conversations about the library's strengths, weaknesses, potential opportunities by circulating surveys and hosting focus groups.
- Educate the public about library services and programs to attract new users.
- Develop the library's digital presence and online connectivity.
- Research & develop a marketing plan for the library to showcase services provided.

# STRATEGIC GOAL 2

# **Grow as a Dynamic Community Space**

The library will experiment with new ideas to become a place of possibilities that provides both physical and digital resources and unique opportunities that position the library as a vital community hub. To do so the library will:

- Enhance patrons library experience with inclusive, diverse & empowering programs and cultural experiences for all ages.
- Explore alternative service points (ie. mobile delivery, travelling programs in Perth East).
- Continue to provide a welcoming space that is safe, inclusive and vibrant.
- Create opportunities for newcomers to connect to the community.
- Ensure collection is up-to-date and relevant to community needs.
- Invest in technology and online resources that meet the needs of the community
- Advance digital literacy through creative online resources and in-person workshops
- Continue to participate in community partnerships

## STRATEGIC GOAL 3

# **Outstanding Staff and Service**

One of the library's greatest assets is our talented and dedicated staff. The library will support staff in pursuing continuous development that contributes to the advancement of library services. In order to provide a high level of service the library will:

- Build staff's capacity to provide seamless virtual and in-person services that are convenient and welcoming.
- Support opportunities for staff advancement.
- Encourage creative thinking.
- Invest time and resources in training for staff in order to support the needs of the community.

# STRATEGIC GOAL 4

# **Build Long-Term Sustainability**

In order to continue offering relevant and requested library services we need to ensure long-term funding. To do so the library will:

- Pursue new and alternative sources of funding
- Continue to develop community partnerships that provide opportunities for joint services.
- Assist and encourage the work of the Friends of the Library group

### PERTH EAST PUBLIC LIBRARY

POLICY TYPE: OPERATIONAL POLICY NUMBER: OP-20

PROCEDURE: CURBSIDE PICKUP & DELIVERY POLICY

**APPROVAL DATE:** 

**DATE OF LAST REVIEW:** 

DATE OF NEXT REVIEW:

#### STATEMENT OF PURPOSE

This policy is meant to give the public and library staff a clear description of the Curbside Pickup & Delivery services provided during the COVID-19 Pandemic. The policy helps ensure the safety for both library patrons and library staff.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

Staff will be trained on proper use and have access to the following PPE while delivering curbside pickup services, homebound deliveries, and emptying dropbox:

- Face mask
  - To be worn while delivering materials curbside
  - o To be worn if social distancing can not be kept
- Gloves
  - Gloves will be made available for staff.
- Hand Sanitizer
  - Best practices are to wash hands before applying hand sanitizer
  - Staff will wash their hands and apply hand sanitizer immediately after delivering items to curbside pickup location, and after handling bookdrop materials.
- Disposable Gown
  - o Will be provided to staff while moving dropbox items and courier bins.

Staff will inform CEO when PPE supplies are running low.

#### **REQUESTING MATERIALS:**

Patrons may place hold requests through the library's online catalogue for specific titles.

Patrons may fill out an online request form that is available on the website if patrons are seeking readers advisory.

For patrons who call the library, staff will:

1. Assist with placing and filling the holds as time permits.

Patrons may email the library at pel@pcin.on.ca to request materials.

#### FILLING REQUESTS & PREPARING MATERIALS FOR PICKUP:

Staff will run pull lists, and check for submitted online request forms throughout the day to ensure that requests are successfully filled for patrons.

Patrons will be will be notified using the usual methods when their holds become available:

- a.) By Email
- b.) By Phone

#### HOLDS NOTIFICATION

Patrons will be notified using the usual methods when their holds become available:

- a.) By Email: Patrons will receive an email when their hold(s) becomes available. The message in the email will inform the patron to check the library's website for instructions on how to pick up their holds.
- b.) By Phone: Patrons will receive a phone call from library staff when their hold (s) become available. During the call the staff member will inform the patron of curbside pickup hours and remind the patron of the process for picking up their holds.

#### PICKUP PROCEDURE:

\*Disclaimer: Patrons must place holds and await notification from library before picking up materials. Staff will not be available to take hold requests and fill immediately.

When patrons arrive at the library to pick up holds they will:

- 1. Call the library at **519-595-7395** to inform staff they are here and confirm the following information:
  - a. name,
  - b. phone number,
  - c. last four digits of library card number,
  - d. licence plate number (for those require accessible service)
- 2. Patrons will wait in the que outside the library entrance (following social distancing best practices)
- 3. Staff will deliver the checked out holds to designated curbside pickup location, confirm the last four (4) digits of the library card number, and place the bag on the table for patron to pick up.

- a. If the individual requires vehicle delivery due to accessibility staff will place the bag in the patron's vehicle trunk.
- b. Staff will not leave materials sitting outside if no one is physically present to pick up the materials

#### MATERIALS AVAILABLE THROUGH CURBSIDE PICKUP

All print materials (including magazines), DVDs and audiobooks will be permitted to circulate through Curbside Pickup.

Perth East will receive PCIN courier deliveries. Courier bins will follow the 72 hour quarantine period.

Inter-Library Loans will not be available during Curbside Service.

#### **RETURNED MATERIALS**

Patrons will return materials through the drop box. Staff will not be accepting returns handed to them.

All library materials will be quarantined for 72 hours before checked in. Fines will not be incurred during this time.