

MINUTES OF BOARD OF TRUSTEES MEETING FOR
KITCHENER PUBLIC LIBRARY BOARD

1. CALL TO ORDER

The Regular Board Meeting of the Kitchener Public Library Board was called to order at 7:00 p.m. on Wednesday, April 15, 2020, by the Chair, Stephanie Soulis, using the online platform, Zoom, as a result of the library closure due to the COVID-19 pandemic.

TRUSTEES PRESENT

Katherine Andrews; Michelle Dow; Cory Ernst; Councillor Kelly Galloway-Sealock; Councillor Sarah Marsh; Shannon Nicholson; Dana Ristic; Erin Rudland; Stephanie Soulis; Derek Vollebregt; Clare Wagner.

Mary Chevreau, Secretary-Treasurer and Chief Executive Officer.

STAFF PRESENT

Lesa Balch, Penny-Lynn Fielding; Gloria Grigas; Angela Riddell.

SPECIAL GUEST

Lisa Wallace, KPL's Information Technology Manager.

2. AGENDA REVIEW

No changes were made to the Agenda.

20-15... On motion by Katherine Andrews and seconded by Derek Vollbregt, it was RESOLVED that the Agenda be adopted.

CARRIED

There were no pecuniary / conflict of interest declarations.

3. MINUTES of the Board Meeting of February 19, 2020

20-16... On motion by Katherine Andrews and seconded by Erin Rudland, it was RESOLVED that the Minutes of the Board Meeting of February 19, 2020, be approved.

CARRIED

4. BUSINESS ARISING

20-17 On motion by Michelle Dow and seconded by Cory Ernst, it was RESOLVED by the Library Board via email that the April 15, 2020 Library Board meeting be hosted using the online Zoom platform due to the library closure.

CARRIED

5. 1. BUSINESSREPORT OF OFFICERS(a) Report of the ChairUpdatesResults of the Board's Self-Evaluation

Stephanie Soulis provided a summary of the Library Board's comments received from the results of the Board's Self-Evaluation.

Overall the Chair noted that the responses were positive and engaging and thanked the Library Board Trustees for another great year.

The Board understands and contributes to the vision of the library and demonstrates value on behalf of the staff.

Succession planning will focus on more representation in the areas of legal and finance expertise as well as encourage wider applications to ensure more diversity on the Library Board in the future.

The public information session during the Board's recruitment for applications has been successful with the help of the Library Board's participation. Clarifying the difference between senior management and the Board's role during the Library Board's orientation would be beneficial.

Advocacy and speaking with local MPP's is an important role of the Board and will continue to be encouraged.

KPL staff and management team received many kudos from the Library Board in their self-evaluation comments.

Stephanie Soulis thanked Katherine Andrews and Shannon Nicholson for their work with the new Library Board Self-Evaluation questionnaire.

Strategic Planning Retreat April 17 & 18, 2020

The Chair outlined options for the Board to consider regarding the preparation of a new Strategic Plan, originally scheduled on Friday evening, April 17 and Saturday, April 18, 2020, at the Central Library, which is now closed due to the pandemic.

The Board discussed the following options:

- 1) Consider virtually facilitating the preparation of a new Strategic Plan by using Zoom and exchanging emails on April 17 and 18, 2020
- 2) Wait until the Fall (October) to arrange another Strategic Planning retreat or finalize a decision at that time
- 3) Agree to extend the current Strategic Plan for another year (end of 2021) and plan for an early retreat in the year 2021 for the next 4-year planning cycle.

It was noted by Mary Chevreau that the acting Library Board during the time of the library's building project agreed to extend KPL's strategic plan for one additional year.

20-18... On motion by Councillor Kelly Galloway-Sealock and seconded by Shannon Nicholson, it was RESOLVED to extend KPL's current Strategic Plan to continue until the end of the year 2021 and revisit its strategic planning after the pandemic.

CARRIED

Councillor Kelly Galloway-Sealock recommended that the Library Board revisit its decision in the Fall in the event of a change in the current situation.

Upcoming Schedule of Board Meetings

On Wednesday, April 15, KPL aligned with the City of Kitchener to extend the closure of its library locations until June 30, 2020. Due to the COVID-19 pandemic and resulting closure, the Library Board meetings will continue to be hosted virtually.

20-19... On motion by Katherine Andrews and seconded by Dana Ristic, it was RESOLVED that the Library Board meeting on May 20 and June 17, 2020, be hosted online.

CARRIED

(b) Finance Committee

Updates

Michelle Dow reviewed the draft Financial Statements for the Year Ended 2019.

Due to the COVID-19 situation, KPMG added the following draft footnote at the end of page 6 of KPL's 2019 audited financial statement as a Subsequent Event:

Subsequent to December 31, 2019 the COVID-19 outbreak was declared a pandemic by the World Health Organization. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effect on our business is not known at this time. These impacts could include potential future decreases in revenue or the profitability of our ongoing operations.

20-20... On motion by Michelle Dow and seconded by Erin Rudland, it was RESOLVED to approve the draft Financial Statements for the Year Ended 2019, as printed.

CARRIED

(c) Facilities Planning & Building Committee

Updates

No updates were reported.

Stephanie Soulis thanked the CEO for keeping the Library Board notified of the library closures and staff updates.

(d) Public Service & Policy Committee

Updates

On the Board Governance front, Mary Chevreau notified the Library Board in her email of March 20 that the Province of Ontario has now authorized local boards to conduct meetings electronically under the recently updated Municipal Emergency Act, 2020. The legislation empowers the government's municipal partners to respond quickly when faced with local and province-wide emergencies, and in-person meetings cannot be held.

Update to Public Library Board Meetings

As noted on the Library Board Agenda, Mary Chevreau confirmed the following email from Kevin Finnerty, Asst. Deputy Minister, Heritage, Tourism and Culture on March 27, 2020, outlining the approval of virtual meetings for Library Boards as follows:

Due to the need for 'social distancing', public library board meetings that are open to the public under the Public Libraries Act (PLA), may be held using a live video interface platform or conference call service, so long as the public may attend virtually, in real-time, and be able to ask questions. As with all library board meetings, advance notice is required and sufficient information of the topics to be considered should be made available to the public to enable them to make an informed decision as to whether or not to attend.

Should a member of the public request to attend a virtual Library Board meeting, the following was added to the Library Board's 2020 Meeting Schedule which is posted on the Library Board's webpage:

**All Board meetings, including virtual meetings, are open to the public. Please contact the Library's CEO Mary.Chevreau@kpl.org 24 hours in advance of the Board meeting to join a virtual meeting.*

(e) Report of the Secretary-Treasurer and CEO

Updates

The CEO reported that the library has always had a detailed continuity/pandemic plan ready for administration at an operational level when necessary.

KPL aligned with the City of Kitchener and Waterloo Public Health by closing all library locations on Monday, March 16. The building was empty by Tuesday, March 17, 2020.

Programming & Services during COVID-19 Closure

A cross departmental Emergency Core Team has been created to provide new virtual access to our customers through programs and services. Mary Chevreau expressed thanks to her staff for their impressive ideas and ability to rally so quickly to deliver this service in new and interesting way to our customers.

Because of the compelling new programs offered virtually, 304 new customers have registered online since our closure and digital services have increased with some as high as 137%. Facebook likes are up by 97% and Facebook posts by 104%. The children's entertainer/musician, Eric Traplan was the first to sign up to perform, receiving 12,000 views.

Staff and volunteers that provide KPL's Visiting Library service are reaching out by phone to connect with some of our home delivery customers that are isolated.

The library will continue to develop its virtual programs and services.

KPL is hoping to be part of the task force with CULC (Canadian Urban Libraries Council) to introduce innovative and useful ways for libraries to move forward as they prepare to reopen after the pandemic.

Several boxes of N95 masks that were stored by the library in 2003 have been distributed to the House of Friendship and the Downtown Community Health Centre. Twenty-five of the library's Chrome books have been repurposed and delivered to Reception House. Hotspots that are currently on order will be also be redirected into the community once received.

Staff continue to work with the library's e-content providers to negotiate better access and pricing during this crisis.

The CEO confirmed that the library has not experienced any security issues at this time. Daily checks are made on our facilities and book drops.

Mary Chevreau continues to monitor the Federal, Provincial and Regional information, which is currently changing daily.

6. II. NEW BUSINESS

None.

7. III. PRESENTATIONS

(a) Report of Councillors

Councillor Sarah Marsh thanked the CEO for her leadership and the library's donation of its N95 masks and Chrome books for the community to use.

The City of Kitchener has taken its cue from Waterloo Public Health. Councillor Sarah Marsh will send out the links for those wanting to know more about the virus.

The City of Kitchener has launched a new campaign, *#City of Kitchener Says Thanks*. Councillor Sarah Marsh will send the link or please visit City of Kitchener facebook events. The link to *Kitchener.ca/this week* will also be forwarded to the Board.

Councillor Kelly Galloway-Sealock also thanked library staff for their hard work and ability to rally forward to provide online programs and services. This speaks to the leadership at the library.

Although the City of Kitchener extended the closure of its arenas and community centres until June 30, 2020, Councillor Kelly Galloway-Sealock clarified that these facilities may reopen before that date, should the situation improve.

8. ADJOURNMENT

20-21... There being no further business, on motion by Councillor Kelly Galloway-Sealock and seconded by Michelle Dow, it was RESOLVED to adjourn the meeting at 8:10 p.m.

CARRIED

Chair

Secretary-Treasurer

[Attachments Accompanying April 15, 2020 Board Meeting]

- (a) February 19, 2020 Library Board Minutes
- (b) Draft Financial Statements for the Year Ended 2019
- (c) Revised 2020 Library Board Meeting Schedule
- (d)