



RED DEER LIBRARY BOARD
6:30 p.m. Wednesday, December 16, 2015
Waskasoo-Kiwanis Meeting Room

AGENDA

Welcome & Chair's Remarks

Conflict of Interest Declaration

Approval of Consent Agenda

- 48. Approval of Agenda
- 49. Approval of Minutes of the Previous Meeting (November 26, 2015)
- 50. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of November 30, 2015
- 51. Report from the Personnel & Administration Committee
- 52. Acceptance of the Managers' reports & Library statistics

Items for Decision

- 50. Planning and Finance Committee
- 51. Personnel and Administration Committee

Strategic Discussion and Board Development

Adjournment



RED DEER LIBRARY BOARD
5:30 p.m. Thursday, November 26, 2015
Waskasoo-Kiwanis Meeting Room

MINUTES

Present: Lisa Wakefield (Chair), Mark Waters, Vanessa Gilbertson, Lionel Lustgarten, Jim Taylor, Anita Thomas, Verda Lee Gilchrist, Jackie Ammeter, Tanya Handley, Colleen Nederlof, Sylvia Bolkowy, Christina Wilson (CEO), Jannie Ypma (Minutes)

Regrets: None

Welcome & Chair's Remarks

Lisa called the meeting to order at 5:30 p.m.

Welcome to the new Board members Tanya Handley, Vanessa Gilbertson, and Colleen Nederlof.

Conflict of Interest Declaration

There was nothing to declare.

Organizational Meeting

Christina assumed the chair.

- Report of the Nominating Committee
Mark presented the slate of officers from the Nominating Committee as follows:

Library Board Chair – Jim Taylor

Library Board Vice-chair – Lionel Lustgarten

Chair of Personnel and Administration Committee – Anita Thomas

Chair of Planning and Finance Committee – Sylvia Bolkowy

Library Board Liaison to the Friends of the Library – Anita Thomas

Christina repeated the names for each of the five positions three times. Hearing no more nominations from the floor, Christina asked for a motion to accept the slate of officers as presented.

MOTION: To accept the slate of officers for the five positions as presented.
WATERS / GILCHRIST / CARRIED

Having been elected to the position of Chair, Jim Taylor assumed the Chair.

MOTION: To approve Jim Taylor, Lionel Lustgarten, and Verda Lee Gilchrist as cheque signers.
BOLKOWY / WATERS / CARRIED

Addition to the consent agenda: McNeil Bursary

MOTION: To approve the consent agenda with addition listed above.
WATERS / GILCHRIST / CARRIED

Approval of Consent Agenda

42. Approval of Agenda
43. Approval of Minutes of the Previous Meeting (October 29, 2015)
44. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of October 31, 2015
45. Report from the Personnel & Administration Committee
46. Friends of the Library report
47. Acceptance of the Managers' reports & Library statistics

The Board members agreed that the meeting dates for the Board meetings would be the last Wednesday of the month at 6:30 p.m.

The standing committees will be as follows:

Planning and Finance Committee

Sylvia Bolkowy – Chair
Verda Lee Gilchrist
Mark Waters
Vanessa Gilbertson
Colleen Nederlof
Jim Taylor – ex-officio

The Planning and Finance Committee will meet on the Wednesday of the week before the Board meeting at 5:30 p.m. The next meeting is Wednesday, December 9, 2015 at 5:30 p.m.

Personnel and Administration Committee

Anita Thomas – Chair
Jackie Ammeter
Lionel Lustgarten
Tanya Handley
Jim Taylor – ex-officio

The Personnel and Administration Committee will meet on the Thursday of the week before the Board meeting at 12 noon. The next meeting is Thursday, December 10, 2015 at 12 noon.

The next Board meeting is earlier due to the Christmas Holiday Season and will be on Wednesday, December 16, 2015 at 6:30 p.m.

Items for Decision

44. Planning and Finance Committee

Sylvia presented the financial statements to October 31, 2015. Some budget lines show as being below budget. This is due to projects being completed and money flowing through.

MOTION: To approve the financial statements to October 31, 2015.
WATERS / GILCHRIST / CARRIED

The City approved the Library's 2016 Capital request of approximately \$350,000 for the following:

- Renovation of Level 2 and the replacement of the lights and ceiling
- Replacing the Security gates at Dawe
- Signage for Timberlands
- Replacing the book drops with ones that have a locking mechanism.

45. Personnel and Administration Committee

Draft Policy 8.7 was presented with changes.

MOTION: To approve revised Policy 8.7 as presented.
THOMAS / LUSTGARTEN / CARRIED

The January Retreat will focus on the Strategic Plan. It will be scheduled for an afternoon during the week so that Managers will be able to attend.

MOTION: To schedule the Board Retreat for Monday, January 25, 2016 from 1 to 5 p.m. for a combined Board Member/Manager Retreat to discuss the Strategic Plan.
WATERS / LUSTGARTEN / CARRIED

McNeil Bursary – Anita will meet with Christina to review the applications.

Strategic Discussion and Board Development

- Presentation by Ben Smeets, Digital Literacy Coordinator
Ben reviewed the staff survey results using the IT equipment with the new Smart Board. The statistics were presented using a new and interesting program. He is here to support the staff in learning and using technology so they are better able to serve customers coming to the library. He is also available to Board members to assist with IT needs regarding use of the iPad.
- Calgary and Edmonton Library Board meeting on Saturday, November 7, 2015. Some of the Board members were able to attend. Diana Davidson, Director of Public Library Services Branch, was able to attend and spoke about library services to First Nations. The Truth and Reconciliation Report has been distributed to libraries. She asked that

libraries move forward with this. A follow-up meeting will be scheduled to discuss this issue. A letter will be drafted and sent to the Chairs of CPL and EPL.

Adjournment

Verda Lee made a motion to adjourn at 7:38 p.m.

Approved _____
Jim Taylor (Chair)

CEO Report – November 2015

Planning for Results: Writing Library's Goals and Objectives

During November, Deputy CEO, Cory Stier and I developed a process for involving management staff in writing goals and objectives that would achieve the high priority service responses approved by the Library Board at the October meeting. Cory has undertaken the task of writing the Plan of Service. The following Managers met together to work on the five service responses listed below:

1. Create Young Readers: Early Literacy (Jill Griffith, Amy Trepanier)
2. Express Creativity: Create and Share Content (Kareena Fulton, Nicole Charles)
3. Satisfy Curiosity: Lifelong Learning (Tatiana Tilly, Lois Prostebby)
4. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure (Candice Putnam, Briana Ehnes)
5. Visit a Comfortable Place: Physical and Virtual Spaces (Cory Stier, Christina Wilson)

Several strategic planning meetings were held to develop an outline and the program for Staff Development Day, Friday, December 4, 2015 whose purpose was to give staff the opportunity to consider the goals and objectives and provide input into the Plan of Service at an early stage.

Visit a Comfortable Place: Downtown Branch Renovations

While the Downtown Branch roof project wrapped up in November, the HVAC contractors continued working to ensure the new AC unit functioned as needed. Compounded with fluctuations in exterior temperatures throughout November, staff and customers experienced variable interior air flow and temperatures, which were resolved by the end of the month.

Candice Putnam, Manager, Timberlands Branch and I met with public school board representatives to review outstanding building improvements at Timberlands and to review contractual issues such as snow removal. It was a positive meeting, necessary due to the change in senior school board staff and the extra administrative layer of the P3 partnership, which is unique to École Barrie Wilson Elementary School.

The City of Red Deer approved the Library's capital funding request for 2016 passed on November 23, funding a series of projects that will allow Red Deer Public Library to continue improving all three branches. The largest of these is the replacement of lighting and ceilings on Level 2, Downtown Library. The security gates at the Dawe Branch will be upgraded and the storage area improved. Timberlands Branch received funding for exterior signage.

Output measures

November's overall circulation, building visits, website visits and program attendance are all showing positive results. Monthly collection use at all branches is also up in November over 2014, including the Dawe Branch.

Beginning in October, we began comparing the per cent of circulations done through self-checkouts compared to those done by staff. The two months of October and November indicated that overall average use is approximately 16 %. By branch, the percentages are as follows:

Dawe Branch users average 29% of overall Dawe circulations

Timberlands (TL) users average 15 % of overall TL circulations

Downtown (DT) users average 13 % of overall DT circulations.

This question was prompted by a recent survey conducted by the Canadian Urban Libraries Council (CULC).

Community

Red Deer Public Library was well represented at a variety of high profile community events throughout November.

On November 7th, Red Deer Library Board hosted a joint meeting of the Boards of Edmonton and Calgary public libraries in the Waskasoo Kiwanis Meeting room. All three library boards enjoyed lunch and then participated in a round table advocacy segment of the meeting, which featured a presentation from Diana Davidson, Director, Public Library Services Branch. Jannie Ypma, Executive Assistant, assisted in organizing the joint meeting. Visitors were very impressed with the library facility, the liveliness of our customers that day and our downtown on what was a beautiful fall day.

Red Deer Lights the Night, held on November 20th was incredibly well attended by an estimated crowd of 3,000 people who arrived in the Downtown Library to enjoy puppet shows and stories in the Children's Library and a craft program in the Snell. Youth Services and security staff were instrumental in ensuring that the use of the library contributed to the success of the event, however, the huge number of people taxed our facilities and we're working with the organizers to ensure that activities are better anticipated next year and the Library's role is acknowledged. Still, it was an amazing event that launched Red Deer's festive season with fireworks and tree lighting.

Red Deer Library staff provided continuous entertainment and enrichment in the form of puppet shows and story times at the Festival of Trees, held at the Westerner Grounds over the weekend of November 27, 28 and 29th. The Library was acknowledged as a Bronze sponsor for the 84 hours of staff time (some volunteered) to support this seasonal fundraising event.

Cory Stier and I participated in Community Safety & Crime Prevention Focus Group Session organized by the City of Red Deer.

On November 20th, I represented Red Deer Library at The Alberta Library's Board meeting, held at the Stanley Milner Branch, Edmonton Public Library. As its Treasurer, I presented The Alberta Library's 2016 budget.

Library Statistics – November 2015

	Nov 2015	Nov 2014	% Difference	2015 YTD	2014 YTD	% Difference
CIRCULATION						
Total Circulation	73,147	66,446	10.1%	799,648	677,814	18.0%
Adult Materials	37,458	33,125	13.1%	400,298	380,818	15.1%
Paperback	1,757	1,929	-8.9%	22,278	26,957	-11.0%
Fiction	4,945	4,675	5.8%	61,257	57,391	16.2%
Non-Fiction	3,435	3,092	11.1%	37,188	37,841	7.0%
Large Print	1,652	1,128	46.5%	13,708	12,222	12.2%
Teen	2,747	2,574	6.7%	31,547	29,358	7.5%
Audio-visual	17,751	15,234	16.5%	186,820	154,918	20.6%
Magazines	1,475	1,286	14.7%	10,582	10,793	-2.0%
Other Languages	11	26	-57.7%	224	285	-21.4%
Daisy CDs	29	44	-34.1%	658	577	14.0%
eBooks	3,656	3,137	16.5%	36,036	27,047	33.2%
Children's Materials	17,292	17,708	-2.3%	209,037	187,031	11.8%
Paperback	1,268	1,400	-9.4%	18,508	17,217	7.5%
Non-Fiction	1,717	1,517	13.2%	17,963	16,161	11.2%
Other Languages	280	265	5.7%	3,534	3,439	2.8%
Fiction	1,198	1,344	-10.9%	16,826	12,487	34.7%
Easy	6,692	6,107	9.6%	79,000	67,294	17.4%
Audio-visual	5,469	5,878	-7.0%	61,377	59,228	3.6%
Magazines + Comics	398	382	4.2%	5,209	5,139	1.4%
eBooks	270	815	-66.9%	6,620	6,066	9.7%
Timberlands Circ	6,349	3,734	70.0%	56,561	11,245	403.0%
Dawe Circulation	12,048	11,879	1.4%	133,752	147,458	-1.3%
Visits-Timberlands	4,770	4,327	10.2%	45,443	14,712	208.9%
Downtown	26,580	23,504	13.1%	248,867	250,279	9.7%
Dawe	11,155	12,763	-12.6%	138,243	131,569	5.1%
Website Visits	57,698	34,224	68.6%	532,699	363,897	46.4%
Total Visits	95,433	74,818	27.6%	940,685	732,626	30.2%
Interlibrary Loans						
ILL In	315	281	12.1%	3,562	2,813	26.6%
ILL Out	193	219	-11.9%	2,309	2,053	12.5%
Total	508	500	1.6%	5,871	4,866	20.7%
New Memberships	565	756	-25.3%	9,601	8,203	17.0%
Renewals	130	158	-17.7%	2,059	3,487	-41.0%
Total	695	914	-24.0%	11,660	11,690	-0.3%

	Nov 2015	Nov 2014	% Difference	2015 YTD	2014 YTD	% Difference
REFERENCE						
Adult Total	6,456	4,901	31.7%	68,560	50,278	36.4%
Juv Total	1,856	1,727	7.5%	19,504	16,220	-8.6%
Timberlands Total	525	413	0	5,995	860	
Dawe Total	1,242	615	102.0%	13,724	7,929	73.1%
Total Ref Questions	10,079	7,656	31.6%	107,783	75,287	34.9%
Database Queries	1,207	2,529	-52.3%	18,790	19,723	-4.7%
Total Questions	11,286	10,185	10.8%	126,573	95,010	27.1%
PROGRAMS						
Adult Programs	12	12		173	232	
Attendance	220	97		2,450	1,496	
Youth Programs	39	44		485	399	
Attendance	2367	3111		14,134	10,365	
TL Programs	93	75.00	0	757	172	
Dawe Programs *	92	83		723	636	
Attendance	1611	1429		14,976	11,740	
TL Attendance	2,026	1,439		15,577	3,873	
Library Programs	236	214	10.3%	2,138	1,364	68.7%
Attendance	6,224	6,076	2.4%	47,137	26,035	99.7%
VOLUNTEER HOURS						
Friends	42	52		591	656	
Library *	658	654		7,142	6,284	
Library Board	53	56		552	606	
Total	753	762	-1.2%	8,285	7,546	9.8%
PUBLIC INTERNET						
Timberlands	322	228		3,443	690	
Adult Sessions	2,621	2731		30,020	24,600	
Youth Sessions	567	514		3,884	4,410	
Dawe Sessions	1119	924		13,061	7,732	
Total Sessions	4,629	4,397	5.3%	50,408	37,204	50.0%
* Includes						
Adult Literacy Stats						
Tutors	97	95	2.1%			
Hours	604	616	-1.9%	6,396	6,346	0.8%
Students	128	117	9.4%			
Hours	561	516	8.7%	5,971	5,609	6.5%

Managers' Reports – November 2015

A. Learning and Literacy

- Adult Services had a departmental staff meeting on November 25, 2015. Topics of discussion included the weeding project, new pages, You Gotta Read This, and the impact of the Syrian Refugee Crisis on the library. A new staff schedule for February 2016 was also discussed, and will be made available to staff at the beginning of January.
- Anna Wolkowski attended afternoon of learning with Dr. Robbin Gibb, Associate Professor, Department of Neuroscience, University of Lethbridge on November 19, 2015. Dr. Gibb's area of research is the effect of early experiences on brain development. She was exploring how music and bilingualism affects brain development in children in an afternoon presentation for professionals. Anna shared her learning with everyone at the branch. We added a set of musical instruments for children to the program resource collection. Anna will lead the Dawe team on how to incorporate more music in our early literacy programs.
- Tatiana Tilly met with Ben Smeets to discuss training priorities for the Dawe Branch team. Ben will work with Jennifer Barritt to design Raspberry Pie program for teens in the winter.
- Adult Literacy held two tutor training sessions in November.
- Carol Smyth presented a three hour workshop on improvement pronunciation for ESL learners for both tutors and learners.
- Rural Routes came on November 10 and did a training session on Teaching Listening. Jackie Ammeter, from CARE, brought five tutors from her program to participate in this training session.
- Amy Trepanier, Manager, Teen Services, attended a Safe Spaces training workshop, hosted by Dr. Kristopher Wells of the University of Alberta's Institute for Sexual Minority Studies, and learned how RDPL can become a safe and more inclusive space for Red Deer's LGBTQ community.
- Anna Pinder, Timberlands Branch Assistant, started up a YRCA (Young Readers Choice Awards) book club this fall with grade 4 and 5 students at École Barrie Wilson School. Each month, the students read one of the eight Junior Division YRCA finalists, and then meet to discuss the book. The group has grown in popularity since it started in September, with 25 students joining in the discussion at November's meeting. It is great to see so many young readers excited to talk about these awesome books! See <http://www2.epl.ca/yrca/> for more info about YRCA.

B. Access and Inclusion

- Reading Pals program successfully started the winter season at both, Dawe and TL branches. In January, tutors will be helping struggling readers at all three branches of RDPL.
- The CARE-RDPL Teen Homework Helpers Wednesday night meetings continue to grow as more new immigrant youth are now attending, receiving extra help comprehending homework assignments from the Teen Services Manager, the Teen Services Assistant, and CARE Youth Coordinator

- Amy Trepanier, Manager, Teen Services, and Youth PRIDE Red Deer co-hosted RDPL's first memorial meet-up in recognition of International Transgender Day of Remembrance, for youth.
- Sit, Stay, Read program at the Dawe Branch is being received well by the St. Pat's students. Kids are eagerly waiting the day when they have their turn to read to Isha.



C. Community

- Briana Ehnes, Manager, Adult Services attended two interesting meetings in the community this month. The first was a stakeholder meeting for the Syrian Refugee Crisis. The meeting outlined what we currently know about the refugees and the plan for their arrival, as well as some brainstorming around community resources, housing, healthcare, and education. For anyone interested, I've uploaded notes from the meeting...they can be found here:

<https://docs.google.com/document/d/1U5hYXdEYJgnkaAiBvJtWVOIHsqVDpQnWu4NXbouyTT8/edit#heading=h.uwtpzkmp9874>

The second meeting was called the Welcoming and Inclusive Communities Network, and it is an initiative spearheaded by the City of Red Deer to make our city a more diverse, welcoming community. Approximately 26 individuals from a variety of community agencies attended, and we've made a commitment to attend monthly meetings in order to develop Terms of Reference, a vision/mission, and a plan of action. I thought this meeting nicely combined with what we already strive to do at public libraries - ensuring we are a welcoming and inclusive space for all customers. Notes from the meeting can be found here:

<https://docs.google.com/a/rdpl.org/document/d/1BouV2EKw1Oj3-YX36txFI20YjEMRpxh08e6cNqQi8Mk/edit?usp=sharing>

- The Storybook Tree was dedicated in the Children's Library downtown with 5 Piper Creek Optimist Club members in attendance. They also stayed for the Story Fun program afterwards, held around the tree to celebrate its primary spot in the centre of it all.
- Amy Trepanier, Manager, Teen Services, hosted two outreach programs at St. Francis Middle School and at Notre Dame High School, registering over one dozen teens for new RDPL cards, and teaching students and staff to use RDPL's digital resources.
- The first Repair Café at the Dawe Branch received a lot of media attention and support in the community. Textile experts were available to help people mend their stuff and quite a few people came. We had a couple of phone inquiries after the program as well. On to the planning of the next installment in February, hopefully with more experts added to the panel.

First Repair Café launches in Red Deer

BY KALISHA MENDONSA
RED DEER EXPRESS

Thanks to a partnership between ReThink Red Deer and the Red Deer Public Libraries, a community Repair Café was held at the Dawe Library Branch to encourage citizens to reuse and recycle more of their goods.

Repair Café was designed by Martine Postma, who held the first event in Amsterdam in 2009. The idea behind it is to invite citizens to a central location where they can learn to do small repairs on household items. Programs can be open to a variety of items at once, or focused on a specific topic each time.

Red Deer's first Repair Café was held on Nov. 16th at the Dawe Library branch, with a focus on textiles and fabrics. Branch Manager Tatiana Tilly was present with ReThink Red Deer volunteer Kim Stengler to offer their services to community members.

"When I read about Repair Café, I thought that first of all it was a brilliant idea. The thought and creative spirit that is behind it is great. Secondly, I liked that the program was already set up. All we had to do was pick up the program, look at the ideas that are behind it and apply it to our City," Tilly said.

"I thought it would be perfect

for the library because libraries are here to help people to reconnect with different areas of life. We have a variety of books on all kinds of subjects, especially in the non-fiction area. We also feel passionate about new recycling and reusing ideas that come through. I thought (the Repair Café) paralleled the library's mission to help people learn new things and be conscious of their choices," she explained.

Tilly and Stengler worked together with other members of their organizations to bring the program to the City. The goal was to encourage people to take a chance at small household repairs to reduce waste in the City landfill, and to bring awareness to the ease and convenience of simple repairs.

"ReThink Red Deer is here to help people think about how we act as a society as a whole. It's about things like riding your bicycle versus a vehicle, growing urban sustainability, growing your own food. Not many people are aware of or take actions for those things. The Repair Café really blended well with our ideologies and the projects we go for," Stengler said.

"We were looking at hosting a Repair Café in March and then maybe expanding it. This event was a place to start. Maybe next time it will be textiles and looking

at household item fuses or something like that."

Closer to March more information will be available on the date and time of the next Repair Café. Both Tilly and Stengler said they hope the program will grow, and they hope people recognize the benefits it could have in every

day waste reduction.

"It's so easy for people to throw something away and go buy another one instead of actually doing the work themselves while they're watching TV or visiting with people. It's something good to do that isn't destructive," Stengler said.

"It's easier to talk with somebody

that knows what they're doing instead of going on YouTube or trying to learn straight from the book. If you have any questions, you can ask them right at the Café."

Information on the programs is available online at the Repair Café Foundation web site.

kamendonsa@reddeerexpress.com



RE-LEARNING TO RE-USE - From left, ReThink Red Deer volunteer Kim Stengler gets some help from Dawe Library Branch Manager Tatiana Tilly to repair a broken zipper in a onesie during the first Repair Café held in the City. Repair Cafés are a worldwide concept to encourage people to make small repairs rather than throwing out household items.

Kalisha Mendonsa/Red Deer Express

D. Relationships

- The Children's Department, aka The Children's Library, received the following compliment through the Library's General Inquiries e-mail recently:

Question: To the CEO and RDPL Board: As a resident and grandmother of preschool children, I am extremely impressed at the services/events etc. offered to citizens of Red Deer and surrounding communities. But I very much appreciate the dedication by the staff of the Children's Library for all they do to enrich the lives of the young people of our community through their events. They truly have an impact on our youth to explore the world.

- Long time staff member and Children's Services Coordinator Laural Grimes is retiring after nearly 29 years of service to Red Deer Public Library. Her last day of work will be January 8th, 2016, and a Come and Go Tea was held in her honour for past staff and customers who have become friends. We wish Laural all the best as she pursues, among other things, her passion for telling stories.
- Red Deer Firefighters came through again to support the Reading Pals program at the Dawe Branch. In addition to their bi-annual \$4000 grant, we were presented with an additional \$1500 in November 2015.

E. Fun

- Several Adult Services staff members volunteered at Festival of Trees reading stories with Children's Department. We did puppet shows and felt stories and had so much fun! It's a great initiative, and a perfect way to get into the holiday spirit!
- Three days, countless staff across the library system and endless puppet shows added up to another great Festival of Trees Event, organized by the Children's Department. Red Deer Lights the Night was also successful this year, with approximately 3000 people coming and going through the Downtown Library doors during the event for crafts, puppet shows, warmth and washrooms!

- Candice Putnam (Manager, Timberlands Branch) and Rachelle McComb (Timberlands Branch Assistant) put together a “Creator’s Corner” at the Timberlands Branch. Pictured below, the Creator’s Corner includes bins of hands-on toys, crafts, and activities to be used on-site to encourage imaginative play (Lego, Magformers, Knitting, Fiddle Stix, Gears, Construction Set, etc.).



- Preschool Storytime is so much fun at the Dawe Branch. Filled with games, music and puppet shows, the storytime based on Sandra Boynton books was no exception:



F. The Arts

- Tell-a-Story participants were super excited to create a story with the candy wrappers they collected after Halloween candies were eaten. The program keeps kids excited about literary arts at the Dawe Branch.



- The Teen Services Department brought guest program hosts, Carolyn Cave and Tanya Collard, to the library in November, offering teens the opportunity to learn to bead and draw from professional artists.



G. Additional Management Notes

- Member Services welcomes Stefan Lapalme and Simon Goring to the department. We bid a fond farewell to Jessica Dinan who has moved into a new position with Youth Services and we extend our best wishes to Felicia McComb who is relocating to Edmonton. Thank you to both Jessica and Felicia for your outstanding work in Member Services!