



RED DEER LIBRARY BOARD
6:30 p.m. Wednesday, May 25, 2016
Timberlands Branch

AGENDA

Welcome & Chair's Remarks

Conflict of Interest Declaration

Approval of Consent Agenda

24. Approval of Agenda
25. Approval of Minutes of the Previous Meeting
26. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of April 30, 2016
27. Report from the Personnel & Administration Committee
28. Friends of the Library report
29. Acceptance of the Managers' reports & Library statistics

Items for Decision

26. Planning and Finance Committee
27. Personnel and Administration Committee

Strategic Discussion and Board Development

Tour of the Timberlands Branch from 6:00 p.m. to 6:30 p.m.

Adjournment



open for discovery

RED DEER LIBRARY BOARD

6:30 p.m. Wednesday, April 27, 2016
Waskasoo-Kiwanis Meeting Room

MINUTES

Present: Councillor Tanya Handley, Christina Wilson (CEO), Verda Lee Gilchrist, Lionel Lustgarten, Colleen Nederlof, Sylvia Bolkowy, Anita Thomas, Vanessa Gilbertson, Jim Taylor, Mark Waters and Jackie Ammeter.

Regrets: None

Welcome & Chair's Remarks

Jim called the meeting to order at 6:30 p.m.

Conflict of Interest Declaration

There were no conflicts of interest to declare

MOTION: To accept the consent agenda as presented
GILCHRIST / GILBERTSON / CARRIED

Approval of Consent Agenda

18. Approval of Agenda
19. Approval of Minutes of the Previous Meeting (March 30, 2016)
20. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of March 31, 2016
21. Report from the Personnel & Administration Committee
22. Friends of the Library report
23. Acceptance of the Managers' reports & Library statistics

Question regarding the 40% increase in the number of visits to the Downtown Branch. Christina explained gate count is accurate, the gates were working properly, and that it is important to remember that this number is in comparison to last years' statistics (which would depend on what was going on at this time last year); however, program numbers are also up and so are revenues from room rentals which supports this increase in visits.

Question regarding the almost 100% increase to website visits. Christina explained this number includes website, library catalogue (Bibliocommons) and social media. It really showcases the work of the Social Media Team using the platforms of Facebook, Twitter and Instagram. In addition, our "social catalogue," Bibliocommons, is effectively exposing the collection. RDPL's

involvement in the ME Card also impacts our website usage as members from other areas (such as Sylvan Lake, Benalto and Stettler) can access RDPL material.

Anita commented that she appreciates the paragraph of analysis “RDPL by the Numbers” and would like to see that continue. Question raised by Anita as to how the timing of spring break and additional professional development days affects the circulation and membership numbers at the Dawe Branch (as the paragraph mentions this as a factor). Christina explained that if the children are not in school the library is not used as often and thus results in the numbers decreasing, although it is interesting that these breaks do not affected the Timberlands Branch as much as the Dawe Branch. In addition, Christina explained that the Timberlands Branch may also be affecting the Dawe Branch visits and circulation.

Items for Decision

20. Planning and Finance Committee

Questions regarding Computer Operations expenses \$60,374.26 over budget (expenses are currently at \$97,874.26 but the budget is \$37,500.00) is due to the purchase and installation of capital project items (telephone system and security camera system).

Additional information regarding several other items on the Statement of Operations:

- This month had three pay periods which explains the increase in salaries. General and Administration expenses are over budget as we just paid the auditors.
- Notice that the Olsen/Dawe & Dickson funds are lumped together, but they are three distinct funds and the monies from these funds are restricted. The Olsen fund is specifically for bringing in a children’s author, the Dawe fund is to be used for the classical music collection, and the Dickson supports the Teen Services department. Not all monies were spent last year and are carried over into this year, reflected in this line.
- We received a new grant; Adult Literacy – Refugee Support, which is specifically for refugees.
- The Digital Literacy Coordinator is paid out of the Roberta Marion Smith fund. To stream line the process, the Digital Literacy Coordinator is paid out of Salaries & Benefits each payroll cycle and then Salaries & Benefits is reimbursed on a quarterly basis from the Roberta Marion Smith fund.
- Note that the grant received from Friends of the Library is larger than last year. The reason for this is that we were able to submit our list of desired items earlier so that Friends of the Library had more time to plan accordingly.

MOTION: To approve the March 31, 2016 financial statements.
BOLKOWY / GILCHRIST / CARRIED

21. Personnel and Administration Committee

6:50 p.m. motion put forth by Anita Thomas to move in camera. Discussion followed in regards to the CEO interim evaluation completed by the Personnel & Administration Committee.

7:12 p.m. motion put forth by Verda Lee Gilchrist to move out of camera.

MOTION: To advance the CEO's salary to step 5 on the salary grid retroactive to Feb 6, 2016.

THOMAS / LUSTGARTEN / CARRIED

Two errors were acknowledged in the draft Personnel & Administration Committee meeting minutes. First, the date of the meeting was April 21, 2016 not March 24, 2016. Second, the first sentence of item 4.2 where it reads "Except Employee Agreement" should be "Exempt Employee Agreement."

Proposal was made during the April 21, 2016 Personnel & Administration meeting that policy 9.2 of the Policies and Procedures Manual be renamed from "Exempt Employee Agreement" to "Conditions of Employment" which will encompass all groups of employees, not just out of scope employees. Would like Board approval.

Proposal was made at the April 21, 2016 Personnel & Administration meeting that policy 9.2 of the Policies and Procedures Manual be replaced by:

"Conditions of employment for staff whose positions fall within the scope of the Canadian Union of Public Employees (CUPE) are detailed in the signed *Collective Agreement* between the Board and CUPE Local 4810. The Board must ratify any amendments to the *Collective Agreement*."

"Conditions of employment for Out of Scope staff and staff hired on contract are established separately and administered by the Chief Executive Officer."

"Conditions of employment for the Chief Executive Officer are established separately and administered by the Board."

MOTION: To accept the changes to policy 9.2 of the Policies and Procedures Manual as put forth by the Personnel & Administration Committee and for this policy to be titled "Conditions of Employment"

THOMAS / AMMETER / CARRIED

The Board meeting in May will take place at the Timberlands Branch and the meeting in October will take place at the Dawe Branch. There will be a tour of the branches prior to the meeting at 6:00 p.m. with the meeting starting at 6:30 p.m.

MOTION: To schedule the May 25, 2016 Board meeting to take place at the Timberlands Branch with a tour from 6:00 p.m. to 6:30 p.m. and the meeting starting at 6:30 p.m., and to schedule the October 26, 2016 meeting to take place at the Dawe Branch with a tour at 6:00 p.m. and the meeting starting at 6:30 p.m.

THOMAS/ GILBERTSON / CARRIED

Strategic Discussion and Board Development

Several items were discussed.

Christina presented the results of the Library Board Technology Assessment survey, conducted in March, by Ben Smeets, Digital Literacy Coordinator. The response was good (80%) and showed that Trustees are most comfortable using Hoopla (streaming video, audio and Eaudio books) and Overdrive (eBooks). The survey revealed two key issues: increase awareness of the digital resources and improve confidence and ability in using them. Ben has devised a strategy, using a combination of group and one on one sessions to address these issues to allow for a range of learning styles. The strategy will be rolled out and "advertised" on the Board site. In addition, Kim and Christina will create more opportunities for using the forum aspects of the Library Board site. These approaches will be built into the orientation for new Board members.

Board suggested that perhaps there should be an orientation prior to Let's Talk with the Board members so that they are aware of all the available library resources and can share their knowledge during their conversations with the public. In addition, Lionel suggested that role-playing be a part of this orientation which will help to prepare Board members for certain questions as well as provide them with techniques they can use to get the attention of the public and engage them with conversation.

Discussion in using the Board site as a forum to ask questions which will expedite delivery of new business and enable answers to be provided more efficiently.

Christina updated the Board on our cooperation with the RCMP regarding an incident that happened outside the library after hours.

Discussion: There is an error in the Policies and Procedures Manual in that it references FOIP section 32(c) but it should reference FOIP section 33(c). Christina also alerted the public library's branch to let them know there is an error on their website.

MOTION: To change all references to FOIP section 32 (c) in policy 7.2 to 33 (c).
BOLKOWY / HANDLEY / CARRIED

A discussion took place regarding updating the Board policy manual on the Board site. The document should be easy to find, searchable and user friendly. Their suggestions will be factored into updates to the manual.

Adjournment

Verda Lee motioned to adjourn at 7:51 p.m.

Society of the Friends of the Red Deer Public Library

May 2016 Report to the RDPL Board

Gabriele Schreiber Award

The Friends of the RDPL are honored to be the recipients of the Friends of Canadian Libraries 2015 Gabriele Schreiber “Friends of the Year” Award.

This award is donated annually by Penguin Random House of Canada for outstanding support to the library and outstanding volunteer involvement. It comes with a recognition plaque and \$1,000 worth of books for the library.

Gabriele Schreiber was a library sales representative for Random House. The award was named for her in recognition of her work to promote Friends of the Library groups. Last year the award was won by both the Canmore and Woodstock Friends of the Library.

Anita Thomas
RDPL Board Liaison to the Friends
May 13, 2016

CEO's Report, April 2016

Let's Talk at the Parkland Mall, April 9, 2016

Library staff and Board members engaged with over 300 people on the Library's three-year Plan of Service, Digital Literacy Initiatives and our community wide book club, Red Deer Reads. We gave out copies of the 5 Red Deer Reads books, gift certificates for Library memberships (1 used so far), demonstrated Bibliocommons and various robotic toys, popular with all ages. Participants agreed that it is a worthwhile outreach activity for the Library. We learn as much from the public as they from us.



Staffing Changes

Jannie Ypma, Executive Assistant retired from the Library in April. Her retirement was celebrated at a “daffodils and tulips-themed” party, held at the Dawe Branch on Friday, April 22. Jannie began work at Red Deer Public Library 23 years ago as an Adult Page, then worked as a Childrens staff member, moving to Page Supervisor and then into the position of Executive Assistant, reporting to the CEO and also serving the Library Board. Current and former staff, Board members and volunteers attended to celebrate Jannie's considerable contributions and wish her a fond farewell.

Library Community: Meetings and Conferences

From April 5 to 9, Cory Stier, Deputy CEO, attended the Public Library Conference (PLA) in Denver, Colorado. PLA is the public library division of the American Library Association and holds their conference every two years. Cory attended sessions on engaging staff, performance evaluations, programming and building a technoculture.

I attended the spring meeting of the Alberta Public Library Administrators' Council (APLAC) meeting, held on Thursday, April 14 at the Nan Boothby Library, Cochrane, Alberta. It attracts library directors from across Alberta and features an issues- laden meeting and also provides the opportunity to tour public libraries buildings. Visits to Airdrie and Cochrane public libraries were included in the meeting.

On Friday, April 15, I represented Red Deer Public Library at The Alberta Library (TAL) Board meeting and its Annual General meeting, held at the Delta Inn, Calgary. At the Board meeting, I was re-appointed Treasurer. As Treasurer, I presented the Auditor's report and a membership

fee increase to cover the cost of TAL’s office move. TAL has been renting office space from Edmonton Public Library’s Stanley Milner Branch. Due to renovations, EPL’s non-profit tenant must re-locate. TAL has obtained office space in downtown Edmonton resulting in moving costs and a rent increase. A key action at the TAL Board meeting was the approval of a new plan for TALOnline.

The Alberta Library Conference (ALC) took place from April 28 to 30 at the Jasper Park Lodge with the support of Red Deer Public Library. A large delegation of RDPL staff and Library Board members attended: Adult Services staff members: Donna Stewart, Trish Klein and Briana Ehnes, Manager; Candice Putnam, Manager, Timberlands Branch; Tatiana Tilly, Manager, Dawe Branch; Ben Smeets, Digital Literacy Coordinator and Board members: Jim Taylor (Chair), Vanessa Gilbertson and Mark Waters. RDPL sponsored a session, “Best Childrens and YA Titles” that Tatiana convened. I did not attend, but co-planned and organized the APLAC pre-conference session “Shake up your Brain: Design Thinking for Libraries”, which Briana convened. As a member of the planning committee, Briana was instrumental in ensuring participants’ conference experience was enjoyable and positive. As you’ll read below, Tatiana and Candice presented at the conference as well.

RDPL By the Numbers

April’s circulation showed an overall increase with the Dawe and Timberlands Branches showing increases in particular. Adult EBooks circulation is leveling out, but Children’s EBooks are up for this month.

Physical visits are also up in all locations. Below is a 4- month breakdown of the numbers that make up our “virtual visits.” Facebook is clearly popular and our Social Media team deserves credit for their great work in engaging visitors on the Library’s Facebook page.

	January	February	March	April
Web	13,487	12,528	13,040	12,703
Bibliocommons	15,681	14,906	16,853	15,653
Facebook	58,545	34,438	38,190	48,060
Total	87,713	61,872	68,083	76,416

While the monthly Database use is up, annual comparative figure is down significantly and still reflects the Ebsco product change to Novelist (Ebsco) that resulted in a drastic reduction. The database vendor (Ebsco) could not explain the reason for the decrease, but assured us that the figures are an accurate picture of RDPL’s actual use of their product.

Another indication that Timberlands is reaching its community is the response to its five Adult programs, which attracted 43 people, contributing to the overall and monthly increases in programs and attendance.

Library Statistics – April, 2016

	April 2016	April 2015	% Difference	2016 YTD	2015 YTD	% Difference
CIRCULATION						
Total Circulation	76,075	69,549	9.4%	309,486	283,523	9.2%
Adult Materials	38,380	35,173	9.1%	157,940	141,275	11.8%
Paperback	1,675	1,979	-15.4%	7,010	7,585	-7.6%
Fiction	5,067	4,959	2.2%	20,162	19,626	2.7%
Non-Fiction	4,411	3,319	32.9%	18,310	13,880	31.9%
Large Print	1,350	1,178	14.6%	5,038	5,224	-3.6%
Teen	3,262	2,638	23.7%	11,601	11,073	4.8%
Audio-visual	18,589	16,943	9.7%	77,261	66,936	15.4%
Magazines	890	884	0.7%	3,681	3,357	9.7%
Other Languages	56	36	55.6%	272	75	262.7%
Daisy CDs	44	51	-13.7%	188	227	-17.2%
eBooks	3,036	3,186	-4.7%	14,417	13,292	8.5%
Children's Materials	18,029	19,098	-5.6%	73,379	76,120	-2.9%
Paperback	1,621	1,732	-6.4%	5,997	6,087	-1.5%
Non-Fiction	1,784	1,740	2.5%	6,452	7,032	-8.2%
Other Languages	321	441	-27.2%	1,326	1,540	-13.9%
Fiction	1,414	1,429	-1.0%	5,257	5,598	-6.1%
Easy	6,054	7,159	-15.4%	26,131	28,655	-8.8%
Audio-visual	5,461	5,582	-2.2%	23,540	23,391	0.6%
Magazines + Comics	575	463	24.2%	2,050	1,689	21.4%
eBooks	799	552	44.7%	2,626	2,128	23.4%
Timberlands Circ	7,253	4,623	56.9%	27,991	18,345	52.6%
Dawe Circulation	12,413	10,655	16.5%	50,176	47,783	5.0%
Visits-Timberlands	5,815	4,194	38.7%	20,820	16,760	24.2%
Downtown	25,136	16,803	49.6%	98,813	69,116	43.0%
Dawe	14,753	10,800	36.6%	52,646	49,631	6.1%
Website Visits	76,416	35,938	112.6%	294,084	148,550	98.0%
Total Visits	116,305	63,541	83.0%	445,543	267,297	61.6%
Interlibrary Loans						
ILL In	403	333	21.0%	1,600	1,320	21.2%
ILL Out	290	179	62.0%	1,038	888	16.9%
Total	693	512	35.4%	2,638	2,208	14.7%
New Memberships	743	704	5.5%	2,671	2,958	-9.7%
Renewals	167	243	-31.3%	659	730	-9.7%
Total	910	947	-3.9%	3,330	3,688	-11.7%

	April 2016	April 2015	% Difference	2016 YTD	2015 YTD	% Difference
REFERENCE						
Adult Total	5,691	6,079	-6.4%	26,936	21,723	24.0%
Juv Total	1,784	1,597	11.7%	7,509	6,827	10.0%
Timberlands Total	539	735	0	2,952	1,970	49.8%
Dawe Total	1,395	1,406	-0.8%	3,996	3,951	1.1%
Total Ref						
Questions	9,409	9,817	-4.2%	41,393	34,471	20.1%
Database Queries	1,683	1,244	35.3%	7,287	10,979	-33.6%
Total Questions	11,092	11,061	0.3%	48,680	45,450	9.3%
PROGRAMS						
Adult Programs	19	20		47	72	
Attendance	335	354		1,017	836	
Youth Programs	51	61		184	203	
Attendance	1,483	1364		5,002	4,678	
TL Programs	106	97	0	400	331	
Dawe Programs *	82	68		377	265	
Attendance	1,675	1568		7,212	5,725	
TL Attendance	2,211	1,981		8,467	6,968	
Library Programs	258	246	4.9%	1,008	871	15.7%
Attendance	5,704	5,267	8.3%	21,698	18,207	19.2%
VOLUNTEER HOURS						
Friends	120	132		219	285	
Library *	820	772		3,293	2,685	
Library Board	53	42		196	204	
Total	993	946	5.0%	3,708	3,174	16.8%
PUBLIC INTERNET						
Timberlands	319	421		1,281	1,093	
Adult Sessions	3,055	2,447		11,247	10,415	
Youth Sessions	385	210		1,321	881	
Dawe Sessions	1118	1107		4,465	4,673	
Total Sessions	4,877	4,185	16.5%	18,314	17,062	7.3%
* Includes						
Adult Literacy						
Stats						
Tutors	182	101	80.2%			
Hours	772	723	6.8%	2,757	2,407	14.5%
Students	285	127	124.4%			
Hours	783	653	19.9%	2,667	2,178	22.5%

Red Deer Public Library Managers Reports, April, 2016

A. Learning and Literacy

- Adult Literacy and Dawe Branch staff started planning events for summer of 2016 to serve the Syrian refugees. An Arabic speaker has been secured to help facilitate this program.
- Lois Prostebby, Adult Literacy Manager, attended the Regional Meeting for Community Adult Learning Programs (CALPs) in Big Valley on April 12, 2016. Updates were provided by Alberta Advanced Education and Lois met the new manager, Rose Prefontaine.
- Adult Literacy hosted two tutor training sessions in April. On April 9, 2016 Anna Morgan-Wold presented a session on strategies to assist ESL learners improve their listening skills. On April 19, 2016 Carol Smyth did a session on Teaching Writing.
- Tatiana Tilly, Dawe Branch Manager and Candice Putnam, Timberlands Branch Manager delivered a presentation, Tale of Two Models: Public/School Branches in one Library System to a very interested audience of 12 at the Alberta Library Conference in Jasper, Alberta. We had a lot of questions and interest in how we manage the dual branch service to the community and our schools.

B. Access and Inclusion

- Art of Friendship program cosponsored by the Canadian Mental Health Association helps different people connect with the community in a positive way. The Art of Friendship program started another session at the Dawe Branch on April 28, 2016 and had 9 people register. Having the session offered at the Dawe Branch is an added benefit to program participants who find it easier to come to the Dawe Branch than to other locations in Red Deer, and had we not offered it there, would not attend this program at all.

C. Community

- Tatiana Tilly, Dawe Branch Manager, held a meeting of the annual Dawe Community Bike fair co-sponsors in April. The event will coincide with the Repair Café this year and it has been confirmed that our colleagues from the Lacombe Library are on board to meet and greet the adult bike ride participants who will brave the path from Red Deer to Lacombe on the day of the bike fair.

D. Relationships

- The Dawe Branch started working on providing every student from St. Patrick's school with renewed and/or new library cards in order for them to participate in the district wide summer reading program.
- Adult Literacy hosted a Volunteer Appreciation evening on April 12, 2016. Two former learners returned to share their stories about making a new life in Canada and the difference their tutor made at that time. Both of these learners have gone out to recertify in their profession and work in their chosen field. Four learners who presently work with a tutor told of the impact this program has had on their life. All tutors left feeling that they do make a difference!

- Adult Literacy honored 38 tutors with long service awards and concluded the evening with a dessert social.

A Few Adult Literacy Tutors

