



**RED DEER LIBRARY BOARD**  
**6:30 p.m. Thursday, May 28, 2015**  
**Waskasoo-Kiwanis Meeting Room**

## **AGENDA**

### **Welcome & Chair's Remarks**

### **Conflict of Interest Declaration**

### **Approval of Consent Agenda**

21. Approval of Agenda
22. Approval of Minutes of the Previous Meeting (April 23, 2015)
23. Report from the Planning & Finance Committee
  - a. Approval of Financial Statements of April 30, 2015.
24. Report from the Personnel & Administration Committee
25. Friends of the Library Report
26. Acceptance of the Managers' reports & Library statistics

### **Items for Decision**

1. Planning and Finance Committee
2. Personnel and Administration Committee

### **Strategic Discussion and Board Development**

### **Adjournment**



**RED DEER LIBRARY BOARD**  
**6:30 p.m. Thursday, April 23, 2015**  
**Waskasoo-Kiwanis Meeting Room**

## **MINUTES**

**Present:** Lisa Wakefield (Chair), Anita Thomas, Leah Tymko, Lionel Lustgarten, Sylvia Bolkowy, Mark Waters, Jackie Ammeter, Verda Lee Gilchrist, Christina Wilson (CEO), Jannie Ypma (Minutes)

**Regrets:** Jim Taylor, Lawrence Lee

### **Welcome & Chair's Remarks**

Lisa called the meeting to order at 6:35 p.m.

### **Conflict of Interest Declaration**

There was none to declare.

### **Approval of Consent Agenda**

1. Approval of Agenda
2. Approval of Minutes of the Previous Meeting (March 26, 2015)
3. Report from the Planning & Finance Committee
  - a. Approval of Financial Statements of March 31, 2015
4. Report from the Personnel & Administration Committee
5. Friends of the Library report
6. Acceptance of the Managers' reports & Library statistics

#### **Additions:**

- Library Board Policy #9.2 will be discussed "in camera"

#### **Remove:**

- The Friends of the Library Report

**MOTION:** To accept the consent agenda with addition and removal as listed above.  
GILCHRIST / WATERS / CARRIED

### **Items for Decision**

3. Planning and Finance Committee

- a. Sylvia presented the financial statements. There was discussion.

**MOTION:** To accept the financial statements to March 31, 2015.  
BOLKOWY / AMMETER / CARRIED

4. Personnel and Administration Committee

- a. The revised Library Board Policy #2.8 – Board Trustee Continuing Education was presented.

**MOTION:** To accept revised Library Board Policy #2.8 – Board Trustee Continuing Education as presented.  
THOMAS / GILCHRIST / CARRIED

- b. The revised Library Board Policy #9.2 – Exempt Staff Employment Terms and Conditions, was presented. The Management staff response was presented, along with a document from Management staff.

**MOTION:** To move to “in camera” at 6:45 p.m.  
GILCHRIST / TYMKO / CARRIED

Christina, Jannie and Alexis left the meeting.

**MOTION:** To move out of “in camera” at 7:15 p.m.  
THOMAS / GILCHRIST / CARRIED

Christina, Jannie, and Alexis returned to the meeting.

From the “in camera” meeting: The Board’s direction is to take Policy 9.2 back to the Personnel & Administration Committee, to reconsider the position of the Board regarding the exempt staff, and to make recommendations to move forward.

### **Strategic Discussion and Board Development**

- Jen Anderson from Public Library Services Branch (PLSB) will be meeting with staff (Tatiana, Jill, and Candice) and Library Board member Verda Lee Gilchrist to tour the Dawe Branch and Timberlands Branch on Tuesday, April 28, 2015.
- ALTA representative for the Central Alberta area – Board members are invited to consider applying for this vacant position.
- CLA Council has candidates for election to positions. We are an institutional member and are given five votes. The deadline to vote is May 5, 2015. The Board members decided that Lisa and Leah would take responsibility for two votes.
- Alberta Library Conference 2015 in Jasper (April 30 to May 3, 2015) – Sylvia Bolkowy, Anita Thomas, and Jackie Ammeter are attending. A list of helpful information regarding the conference was handed to the three attendees.

- Library Board Reports – Board members like the current format using Board values as headings along with point form. They would also like to hear some of the challenging issues that Managers face as well as some of the challenging situations that happen in the library. It was suggested that a separate section be added on development called Managers Notes.
- Board Development – Board members would like to continue having Managers give presentations of their library work at the Board meetings.
- Mike Robbins will be speaking at the Cenovus Centre at Red Deer College on Tuesday, April 28, 2015. There will be three different sessions during the day. Tickets are available at Black Knight Ticket Centre.

### **Adjournment**

Verda Lee made a motion to adjourn at 7:56 p.m.

Approved \_\_\_\_\_  
Lisa Wakefield (Chair)

## CEO Report – April 2015

### Let's Talk at the Bower Mall, Saturday, April 10

Enthusiastic Library staff and Board represented RDPL at the City of Red Deer's community engagement event "Let's Talk", held in the south side mall. Taking a cue from the City's theme of "Belonging: living and working in Red Deer", the Library's theme was "Red Deer Public Library: You Belong Here". Our booth (shown below) was nicely positioned with other the agencies and City departments that enrich the lives of Red Deerians. The Library's 3 community conversations centred around:

- Let's Talk about .... a Makerspace. Learn about our Digital Literacy collections and services (Ebooks, magazines and more) and play with the various gadgets in the booth.
- Let's Talk about .... Red Deer Reads: a Community Wide Book club. Help us pick the book that we should all be reading together from the final list of 5 selections. Books were given out and ballots gathered.
- Let's talk about .... what a public library means to you. Staff and Board members tested RDPL's Community Needs Survey questions with booth visitors.

Pictured below is Board Vice Chair, Lionel Lustgarten conducting a survey. Candice Putnam, Manager, Timberlands Branch and Janet Pierce, Promotions Assistant are pictured in the booth, along with a banana piano (left), one of the makerspace gadgets. Other Board members assisting were Jackie Ammeter, Sylvia Bolkowy, Lisa Wakefield and Verda Lee Gilchrist. Briana Ehnes, Manager, Adult Services and I also helped out. We counted over 400 people in our booth, twice as many as last year's Let's Talk in the Parkland Mall.



### Statistics

Overall circulation continues upward assisted by Timberlands and Downtown Children's materials circulation. In comparing membership and program figures to April, 2014, keep in mind that we gave out free library cards and hosted a number of special Centennial events.

Note also that public internet statistics continue to increase in all locations, a credit to I.T. staff's diligence in improving services and access.

### **Downtown Security**

As you'll see from the Managers Reports below, we continue to modify procedures, chiefly at the Downtown Library, to ensure public and staff safety and security while preserving our culture of inclusiveness. Cory Stier, Deputy CEO, responsible for library operations, is leading this change with the goal of balancing inclusiveness with public safety. Public libraries can be part of any downtown solution, whether in Red Deer or elsewhere.

### **Program Awards**

We learned at the end of April that we were not successful in receiving a Ministers' Award for our First Thursdays concert series. There were a number of entries and we congratulate the winners (Airdrie, Grand Prairie, Spruce Grove, Westlock and Sheep River public libraries) for their inventive and inspiring programs and services.

Red Deer Public Library was successful in receiving third place in the TD Summer Reading Club Awards for our excellent "Eureka" themed summer of reading in 2014, as detailed further in the Managers' reports. This national award will be given out at the Canadian Library Association (CLA) conference, held in Ottawa, June 3 to 5, 2015. The award recognizes the excellent efforts of our Library staff, in all Branches, and our Summer Reading Club Coordinators who developed inspiring programs and activities to keep kids reading over the summer. It's a significant, national award for Red Deer Public Library.

### **Community**

RDPL cemented our relationship with Red Deer College as a sponsor of their "Perspectives on the World Series" which featured noted Canadian author, Margaret Atwood to an almost sold out audience.

On April 17<sup>th</sup>, I attended both The Alberta Library Board and Annual General Meeting, held at Mount Royal College. For the first time in several years, there was an election for Chair of the TAL Board, won by Ron Shepherd, Director of Parkland Regional Library. As Treasurer, I fulfilled a few duties, such as presenting TAL's Auditors' report and the annual motion on membership fees. TAL's 3-year strategic plan was presented by newly appointed Director, Grant Chaney and approved by the membership. The Pat Jobb Award was given to Bonnie Gray, Public Library Services Branch and Clive Maishment, former TAL Director ("Bonnie and Clive"). With a clean audit, a strategic plan and a new Director, TAL is positioned to continue uniquely serving Alberta's libraries.

We continue to receive inquiries from public libraries about Red Deer's paperless Board initiative but never know what the outcome might be. In April, we learned that the City of Toronto's Library Board becoming a paperless board, crediting Red Deer Public Library's experience, as presented at the Ontario Library Association's Superconference in January, in their Board report. Briana Ehnes, Manager, Adult Services, Lisa Wakefield, Chair, Red Deer Library Board and Board members from 2012 to present, share the credit for this change.

**Library Statistics - April, 2015**

	<b>April 2015</b>	<b>April 2014</b>	<b>% Difference</b>	<b>2015 YTD</b>	<b>2014 YTD</b>	<b>% Difference</b>
<b>CIRCULATION</b>						
<b>Total Circulation</b>	69,549	64,740	7.4%	283,523	289,638	-2.1%
<b>Adult Materials</b>	35,173	34,250	2.7%	141,275	155,693	-9.3%
<b>Paperback</b>	1,979	2,435	-18.7%	7585	12551	-39.6%
<b>Fiction</b>	4,959	5,262	-5.8%	19626	20076	-2.2%
<b>Non-Fiction</b>	3,319	3,423	-3.0%	13880	18093	-23.3%
<b>Large Print</b>	1,178	1,106	6.5%	5224	5178	0.9%
<b>Teen</b>	2,638	3,003	-12.2%	11073	15424	-28.2%
<b>Audio-visual</b>	16,943	15,653	8.2%	66936	69826	-4.1%
<b>Magazines</b>	884	788	12.2%	3357	5996	-44.0%
<b>Other Languages</b>	36	19	89.5%	75	318	-76.4%
<b>Daisy CDs</b>	51	118	-56.8%	227	215	5.6%
<b>eBooks</b>	3,186	2,443	30.4%	13292	8016	65.8%
<b>Children's Materials</b>	19,098	18,218	4.8%	76,120	78,217	-2.7%
<b>Paperback</b>	1,732	1,543	12.2%	6087	6997	-13.0%
<b>Non-Fiction</b>	1,740	2,103	-17.3%	7032	8828	-20.3%
<b>Other Languages</b>	441	246	79.3%	1540	1249	23.3%
<b>Fiction</b>	1,429	801	78.4%	5598	5005	11.8%
<b>Easy</b>	7,159	6,828	4.8%	28655	25597	11.9%
<b>Audio-visual</b>	5,582	5,660	-1.4%	23391	25514	-8.3%
<b>Magazines + Comics</b>	463	445	4.0%	1689	2234	-24.4%
<b>eBooks</b>	552	592	-6.8%	2128	2793	-23.8%
<b>Timberlands Circ</b>	4,623	0	0	18345	0	
<b>Dawe Circulation</b>	10,655	12,272	-13.2%	47783	55728	-14.3%
<b>Visits-Timberlands</b>	4,194	0		16760	0	
<b>Downtown</b>	16,803	23,165	-27.5%	69116	109,316	-36.8%
<b>Dawe</b>	10,800	12,379	-12.8%	49631	47,225	5.1%
<b>Website Visits</b>	35,938	36,236	-0.8%	148550	167440	-11.3%
<b>Total Visits</b>	63,541	71,780	-11.5%	267,297	323,981	-17.5%
<b>Interlibrary Loans</b>						
<b>ILL In</b>	333	281	18.5%	1320	1264	4.4%
<b>ILL Out</b>	179	241	-25.7%	888	718	23.7%
<b>Total</b>	512	522	-1.9%	2,208	1,982	11.4%
<b>New Memberships</b>	704	1,041	-32.4%	2958	1704	73.6%
<b>Renewals</b>	243	617	-60.6%	730	2235	-67.3%
<b>Total</b>	947	1,658	-42.9%	3,688	3,939	-6.4%

	<b>April 2015</b>	<b>April 2014</b>	<b>% Difference</b>	<b>2015 YTD</b>	<b>2014 YTD</b>	<b>% Difference</b>
<b>REFERENCE</b>						
<b>Adult Total</b>	6,079	5,302	14.7%	21,723	22,511	-3.5%
<b>Juv Total</b>	1,597	1,585	0.8%	6827	6629	3.0%
<b>Timberlands Total</b>	735	0	0	1970		
<b>Dawe Total</b>	1,406	745	88.7%	3951	3102	27.4%
<b>Total Ref Questions</b>	9,817	7,632	28.6%	34,471	32,242	6.9%
<b>Database Queries</b>	1,244	1,523	-18.3%	10979	8853	24.0%
<b>Total Questions</b>	11,061	9,155	20.8%	45,450	41,095	10.6%
<b>PROGRAMS</b>						
<b>Adult Programs</b>	20	20		72	36	
<b>Attendance</b>	354	128		836	869	
<b>Youth Programs</b>	61	50		203	187	
<b>Attendance</b>	1364	1,184		4678	4268	
<b>TL Programs</b>	97	0		331	0	
<b>Dawe Programs *</b>	68	74		265	459	
<b>Attendance</b>	1568	1,315		5725	8581	
<b>TL Attendance</b>	1,981	0		6968	0	
<b>Library Programs</b>	246	144	70.8%	871	682	27.7%
<b>Attendance</b>	5,267	2,627	100.5%	18,207	13,718	32.7%
<b>VOLUNTEER HOURS</b>						
<b>Friends</b>	132	146		285	345	
<b>Library *</b>	772	822		2685	2808	
<b>Library Board</b>	42	128		204	302	
<b>Total</b>	946	1,096	-13.7%	3,174	3,455	-8.1%
<b>PUBLIC INTERNET</b>						
<b>Timberlands</b>	421	0		1093	0	
<b>Adult Sessions</b>	2,447	2,024		10415	9309	
<b>Youth Sessions</b>	210	164		881	3535	
<b>Dawe Sessions</b>	1107	759		4673	3620	
<b>Total Sessions</b>	4,185	2,947	42.0%	17,062	16,464	3.6%
<b>* Includes</b>						
<b>Adult Literacy Stats</b>						
<b>Tutors</b>	101	110	-8.2%			
<b>Hours</b>	723	786	-8.0%	2407	2637	-8.7%
<b>Students</b>	127	138	-8.0%			
<b>Hours</b>	653	719	-9.2%	2178	2536	-14.1%



## Managers Reports – April 2015

### Learning and Literacy

- The Dawe staff attended a webinar, “Creating Engaging Book Displays,” hosted by NoveList on Thursday, April 16, 2015. The webinar inspired a great discussion and re-planning of the current display practices at the Dawe Branch.
- Lucinda Sheardown, Dawe Branch staff, attended Beyond Book displays webinar on April 2, 2015. The webinar was focused on how to create interesting displays that extend into readers’ advisory. Lucinda shared the webinar ideas with the Dawe staff and some of them will be incorporated into the Dawe Reading Advisory services.



Three displays were on in April at the Dawe branch. Pictured is one of the displays promoting Spring Break programs.

- Amy Trepanier and Jill Griffith supervised a SLIS Practicum student who is taking her degree online through the University of Alberta. Beth Dawson came all the way from Switzerland as she has family in Red Deer. The three week Practicum counts as a full course in the SLIS program, and she was given a very hands-on experience in the Youth Services Department as well as a day at each of the Branches with Tatiana Tilly and Candice Putnam. It’s a great experience for both the staff and the student, as well as being beneficial to Red Deer Public Library with regards to vetting future talent, keeping up with what is happening in the Library Science Faculty and public relations for the Library.
- Amy and Jill are also supervising a Work Experience student from St. Thomas Aquinas School in May. Jaisen is learning the library ropes, and these experiences are win-win for both the student and the Library - we are hoping that these students will become, at the very least, frequent library users, and at most, library champions or library employees.
- The 2014 RDPL Summer Reading Program “Eureka!” received third place this year in the TD Summer Reading Club Awards. This national award recognizes the top 3 submissions in Canada. As a result of the efforts of Danielle Murphy and Ryan Wheeler, our 2014 Coordinators who ran the program and made the submission netted Red

Deer Public Library a cheque for \$1000 to go towards library resources, and a plaque that we can proudly display in the Library.

- The other two were promoting Red Deer Reads and Volunteer Week.
- Adult Literacy staff completed and answered concerns on grant application to Advanced Education - Community Programs.
- The two classes offered through the Adult Literacy Program were completed in April. Both were well-received and planning is taking place to offer these again.
- Brenda Knapp was hired on a three month contract with additional funding from Advanced Education to assist the Adult Literacy Program.
- Nicole Charles, IT Librarian attended "The Art of Leadership" in Calgary on April 13. All registrants received copies of "You First", "Daring Greatly", and "Rookie Smarts" which Nicole will donate to the collection.

### **Access and Inclusion**

- Since February 23, security staff in the library has been collecting statistics relating to incidents in the library. Up to April 10, security staff issued 58 warnings to customers for unacceptable behaviour, temporarily banned 23 individuals from the library, permanently banned 13 individuals, and called the RCMP 4 times to arrest individuals. In that time also, 83 individuals who had been previously banned from the library, were caught re-entering the premises and escorted out by the Commissionaires.
- A new 5 year contract for maintenance on the Downtown Library's HVAC system has been successfully negotiated with Johnson Controls. Thanks to Jannie Ypma and Vanessa Cook for their help on this.
- The Dawe Branch staff was very happy to provide the full library tour with a storytime and a craft to two groups from an Aboriginal play school in April. Parents joined the kids after the tour and stayed at the library discovering our resources and enjoying the AWE computer station games. The same Playschool toured the Downtown Branch as well and enjoyed a tour and storytime with Karen Drok.
- Two popular Adult Services programs (Travel Memories and Daytime Documentaries) were cancelled in April due to scheduling conflicts with the Snell and the lack of a TV in the Waskasoo. We are all eagerly awaiting the installation of the new projector!



The bi-annual Reading Fun program at the Dawe Branch co-promoted by Red Deer Public Schools to preschool families started in the beginning of April. One hour fun program introduces families to the library resources, storytime fun and other library programs. Lucinda is promoting the use of the self-checkout station.

## Community

- Move & Play Through Physical Literacy Kits were donated by the Be Fit Network committee to the library via the Dawe branch. The committee consists of the representatives from the City of Red Deer and various community organizations. Two copies of the kit were added to each of the branch collections. Move & Play through Physical Literacy cards to assist activity leaders interested in integrating Physical Literacy into a variety of programs, activities and environments. These cards are designed to be used in a variety of applications including the home, school or community settings. Over 75 cards are included in this set, focusing on Active Start, FUNdamentals, and Learn to Train stages of the Long Term Athlete Development Model. We have a copy in the Parenting section in the Children's Department downtown and we are hoping the Summer Reading Coordinators will make frequent use of it this summer.
- Tatiana Tilly, Manager, Dawe Branch is very happy to start planning Friends of the Library Reading Garden patio. The Dawe staff got the happy news about the "Yes" from Friends of the Library to their proposal of turning our patio into a sustainable beautiful addition to the branch space.
- Lois, Adult Literacy Program Manager, attended Settlement Services Network on April 16th. All agencies around the table are concerned with recent lay-offs in our community and how that will affect services we offer.
- Youth Services / Member Services staff from all three branches reached into the community for the momstown Community Celebration at the Parkland Pavilion. We were asked to do two Story Fun programs, and we gave out Children's memberships to many "new" members (there were a lot of babies in attendance)!
- On April 16, Deputy CEO Cory Stier toured Lisa Hardy, Facilities Lead Manager at Calgary Public Library, on a tour of the facilities at the Dawe and Timberlands Branches. CPL is working on a standard for the shelving used in their branches, and so Lisa came to look at our shelving because it is one of the manufacturers they are considering.
- Teen Services Manager, Amy, hosted the first Flex Friday's with RDPL program in the newly renovated Learning Commons at Notre Dame High School and created upcycled book art with over one dozen teens, who dropped in to learn about programs and services available to them at RDPL. Amy will be at Notre Dame hosting Flex Friday programs every month, beginning in September.
- The Teen Services Manager has partnered with the Catholic School District to launch a co-sponsored offshoot of RDPL's existing Teen Summer Reading Club. Summer 2015 will be a pilot for future partnerships of this nature. This year, every student from St. Thomas Middle School will take part in RDPL's Teen SRC, and will meet Chantel (the School Library Technician) at RDPL at the beginning of our downtown teen programs, to track their reading progress over the summer months, for credit at school. Amy and Mareen have already pre-registered four times as many teens for SRC 2015 than have been registered for any RDPL teen SRC over the past four years!
- Briana Ehnes, Manager, Adult Services, led two CARE tours around the library in April. Both groups had approximately 8-10 people, and were excited to visit the library and learn about the services we had to offer.
- Donna Stewart (Adult Services) visited Canyon View Place in April, interacting with residents and rotating a 70 item collection of large print books. Donna also visited

Bethany Care Nursing Home, and checked out 33 items, 25 on the Bethany Care card and 8 DAISY items on an individual patient's card.

- Donna Stewart has also been working to create DAISY CD Liners, and has created 100 that were passed on to Angel Bontje for cataloging.

### **Relationships**

- Summer Reading Coordinators Kaylene Hubley and Kevin McGourty were hired in late April and will begin their 4 month positions on May 4th. Both are aspiring teachers and we know they will get a great foundation at Red Deer Public Library! Thanks to the Friends of Red Deer Public Library for partial funding of the program this year!
- Tatiana Tilly and Lucinda Sheardown recruited, interviewed and hired Reading Pals tutors and interns for the Summer Reading Pals program. The goal is to have more one-on-one opportunities for the students to hone their reading skills in the summer.
- The April Reading Pals session had 8 tutors and 8 students meeting twice a week for three weeks. We have tutors that represent all age groups and demographics - high school students, college students and retired professionals.



- Adult Literacy hosted a Volunteer Appreciation evening on April 13th. We had approximately 72 guests. Emily Falk was our inspirational speaker who shared her experience as a volunteer.
- Nicole Charles, IT Librarian was invited to give a “Lightening Talk” on what public libraries can do for post-secondary libraries at the Association of Academic Libraries, held at Red Deer College on April 16.



A few of the 150 Adult Literacy tutors who volunteer.





Dessert social to follow formal program.

### Fun

- Tons of fun was had by the families that attended the Beach party at the Dawe branch on April 11, 2015. Station based program had everyone entertained and educated on a gray April day. The program made the front cover of the Red Deer Advocate.
- Teen Services Assistant, Mareen, has seen great turn-outs to all her new “Mezz-tech” programs. The programs take place Monday afternoons (a day we have traditionally had very poor attendance at teen programs) and she has seen as many as eight teens in attendance. Most recently, she hosted a ‘build your own video game’ program wherein teens learned to design a game from start to finish. Mareen also hosted teen programs three consecutive Mondays in April, teaching teens the art of movie making on the small (laptop) screen.



## The Arts

- The Maker's Club at Dawe engages kids in a variety of fun and educational activities.



- Deputy CEO Cory Stier represented the library at a special dinner for sponsors of Margaret Atwood's recent Perspectives Series lecture at Red Deer College. Ms. Atwood delighted everyone with her warmth and wit on a whole range of topics. Her lecture was well attended and she entertained the audience with a discussion on the creative process. It was great to see the library's logo prominently displayed in the auditorium - great exposure for RDPL.



- Candice Putnam (Manager, Timberlands Branch) attended the first meeting of the 2015 Alberta Culture Days planning committee. This year, RDPL's primary focus during the AB Culture Days weekend will be launching the program series for our Community Book Club, Red Deer Reads.
- Amy Trepanier (Manager, Teen Services) hosted a book-end design contest and had teens repaint some of the plain metal bookends from the mezz collection to match covers of their favourite teen books winner pictured below!)

