

REGULAR MEETING

September 23, 2010

A meeting of the London Public Library Board was held on the above date in the Friends of the Library Board Room, Central Library at 5:32 p.m. with the following present:

From the Board: J. Lubell (Chair), G. Barber, N. Branscombe, J. Colwell, G. Leckie, S. MacDonald, J. Morgan and J. Tilley (later);

Senior Management: S. Hubbard Krimmer, A. Baker, N. Collister, B. Jessop, C. Nurse, A. Thompson and M. Wilkinson;

Other Staff: B. Whitney;

Guests: Students from the Faculty of Information and Media Studies, U.W.O.; Jennifer Kirkham;

Minutes taken by: J. White.

APOLOGIES - Councillor Winninger

DISCLOSURES OF INTEREST – none

L10/58 WELCOME - Ms. Lubell welcomed students from the Faculty of Information and Media Studies at U.W.O. to the meeting.

L10/59 CHANGES TO AND ADOPTION OF AGENDA

It was MOVED by Councillor Branscombe and seconded by Ms. Leckie that the public agenda be adopted.

CARRIED

L10/60 APPROVAL OF MINUTES

It was MOVED by Mr. Morgan and seconded by Ms. MacDonald that the minutes of August 10, 2010 (L10/50-L10/57) be approved.

CARRIED

L10/61 BUSINESS ARISING FROM THE MINUTES - none

L10/62 DELEGATIONS AND PRESENTATIONS

Collections Services – Beth Whitney

Ms. Whitney provided information to Board members on current activities in Collections Services:

- The North Branch Library will be opening soon and new materials are being received daily.
- A new electronic invoicing system has been implemented with Financial Services.
- In 2009, an additional \$100,000 was added to the operating budget for collections and was used as follows: fiction replacement and increased depth in this collection, additional copies of high demand fiction which reduces wait time, support of the DVD film collection along with more series with public performance rights, children's and teen collection enhancements, downloadable audio and video, e-books and information database subscriptions.

At 5:37 p.m., Ms. Tilley entered the meeting.

As well, thanks to funding from the Ministry of Culture, Citizenship and Immigration, Province of Ontario and Southern Ontario Library Service, enhancements have been made to the newcomer collection, heritage language materials, and replacement and refreshment of non-English language collections along with the purchase of Mango languages.

L10/63

REPORTS FROM COMMITTEES, MEMBERS, AND STAFF REQUIRING BOARD ACTION

2010-2013 London Public Library Strategic Plan: Enriching Lives & Empowering People

Ms. Hubbard Krimmer outlined the planning process of the new LPL Strategic Plan which included research, analysis, best practices and a review of the accomplishments of the previous two strategic plans. In 2010, the Library Board established the planning framework and held several planning meetings. The Library Senior Team reviewed and validated the Library Board Strategic Themes, Strategic Priorities and potential Strategic Initiatives.

Upon approval by the Library Board, the next steps will be to:

- Communicate with Library Staff regarding approval of plan and next steps;
- Create the presentation edition of the **2010-2013 London Public Library Strategic Plan: Enriching Lives & Empowering People** for public launch during Ontario Public Library Week in October;
- Begin development of Actions Plans for Year One Strategic Initiatives undertaking community engagement with stakeholders as a key component of the work.

It was MOVED by Mr. Morgan and seconded by Mr. Colwell that the draft 2010-2013 London Public Library Strategic Plan: Enriching Lives and Empowering People (as presented in Appendix 1) be approved.

CARRIED

L10/63.1 Policy Development and Review

The Library Board asked that thanks be extended to Margaret Mitchell and Jan White for the significant work done on the policy review, creating the LPL policy framework/taxonomy and the development of the ongoing review reschedule.

The Canadian Urban Libraries Council (CULC) will be provided with copies of governance, means and operational linkage policies for inclusion on the CULC/CBUC website.

It was MOVED by Mr. Colwell and seconded by Councillor Branscombe that the Library Board approve the following:

- Actions identified for all of the policies, itemized in Appendix 1 of this report.

CARRIED

It was MOVED by Councillor Branscombe and seconded by Ms. Leckie that the Library Board approve the following:

- Library Board policy framework and content itemized in Appendix 2 of this report.

CARRIED

It was MOVED by Ms. MacDonald and seconded by Mr. Morgan that the Library Board approve the following:

- Four-year Board policy review schedule, as outlined in this report, to ensure that all Library Board policies are reviewed within the term of the Library Board.

CARRIED

L10/63.2 Fines and Fees Policy: Assumptions and Guiding Principles

It was MOVED by Mr. Colwell and seconded by Controller Barber that the Fines and Fees Policy: Assumptions and Guiding Principles be approved as follows:

- The London Public Library will charge fines and fees in accordance with the *Public Libraries Act*, RSO 1990, Chapter P.46, Sections 23.3 and 23.4.
- The setting of fines, fees and prices will be consistent with LPL's *Vision, Mission, Value Promise and Service Excellence Model*.

- LPL will ensure that costs are reasonable in order to maximize access to the services of the London Public Library by members of the community.
- The Library will endeavour to apply its policy uniformly, equally and fairly.
- Fines, fees and prices will be set system wide and according to established criteria.
- Rates for fines, fees and prices will be established with the following general considerations:
 - The nature of the service, goods, products and/or consumables as “core” or “value-added”;
 - Comparison of fines and fees related to collections and lending services with those of comparable public libraries;
 - Comparison with fees for other comparable products or services provided in the community; and
 - The balance between access to/use of resources and Library financial accountability;
 - Recovery of costs incurred by the Library;
 - Rate that the market will bear as an opportunity for revenue generation.
- Monies collected from all monetary charges will go directly into the Library’s operating budget.
- Fines and fees will be reviewed regularly to ensure they are reasonable, effective and in line with the costs incurred by the Library.
- The Library is obligated to attempt the recovery of all outstanding debt and/or library materials. To that end, monetary charges that are not recovered through normal billing practices may be submitted to a collection agency for recovery.
- Library patrons may request a review of fines and fees that they feel have been incurred unfairly.
- Monetary charges incurred through direct Library error will be waived.

CARRIED

L10/63.3 Financial Update – Financial Statements to August 31st, 2010

Ms. Jessop reported that there are no significant concerns related to variances in the financial statements.

It was MOVED by Councillor Branscombe and seconded by Ms. MacDonald that the Financial Update – Financial Statements to August 31, 2010 be received.

CARRIED

L10/63.4 LPL Fund Development Report: IMAGINE Annual Giving, Books2Eat Event and Major Gifts

Ms. Jessop provided information about the London Public Library (LPL) 2009 IMAGINE Annual Giving Campaign, Books2Eat event and major donations and stated that the 2010 LPL IMAGINE Annual Giving Campaign will be initiated with a soft launch at the beginning of October with promotion activities taking place during Ontario Public Library Week, October 17-23rd, 2010.

It was suggested that a comparative analysis be prepared in chart form at the beginning of each fiscal year. As well, it was suggested that a consultant be hired to determine LPL's fundraising needs.

It was MOVED by Mr. Colwell and seconded by Ms. Tilley that the LPL Fund Development Report: IMAGINE Annual Giving, Books2Eat Events and Major Gifts be received.

CARRIED

L10/63.5 LPL Report to the Community

Ms. Nurse distributed copies of a draft LPL Report to the Community. Board members were asked to forward their comments to Ms. Hubbard Krimmer. This report will be finalized for Ontario Public Library Week.

It was MOVED by Controller Barber and seconded by Ms. Tilley that the draft LPL Report to the Community be received.

CARRIED

L10/63.6 Balanced Score Card Report, 2nd Quarter 2010

Ms. Collister highlighted the following information from the Balanced Score Card Report, 2nd Quarter:

- In person visits were down but website visits continue to increase along with holds.
- Use of mobile devices and wireless computer use has increased.
- Borrowed items were down slightly but e-books has continued to increase.
- Reference transactions and program attendance continue to increase.

It was MOVED by Ms. Tilley and seconded by Ms. Leckie that the Balanced Score Card Report, 2nd Quarter 2010 be received.

CARRIED

L10/63.7 Staff Training: Practicalities, 2010

Ms. Baker provided information to Board members on the staff training program, Practicalities, which runs at the end of May each year. Staff received 1,055 training hours in 2010.

It was MOVED by Controller Barber and seconded by Ms. MacDonald that the report, Staff Training: Practicalities, 2010, be received.

CARRIED

L10/63.8 Ratification of Summer Business – RFP 2010-01 Wide Area Network

It was MOVED by Councillor Branscombe and seconded by Ms. MacDonald that the Library Board approve the response to RFP 2010-01 submitted by Bell Canada to provide bandwidth for the Wide Area Network to fourteen (14) London Public Library locations at a total value of \$1,128,872.20 (exclusive of HST) over a ten-year period, from December 2010 to November 2020.

CARRIED

It was MOVED by Controller Barber and seconded by Councillor Branscombe that a review of the procurement policy be completed as it relates to Board spending under Authority for the Summer.

CARRIED

L10/63.9 North London Branch Library

Ms. Hubbard Krimmer provided information on the naming of the new North London Branch Library. City Administration will be bringing a report forward on the naming of the new facility. A report from Library Administration on the name of the new branch will be brought forward at the October 28, 2010 meeting.

Construction of the new branch is proceeding well and on budget. A soft opening will be held during the 3rd week of November with the official opening scheduled for January, 2011.

L10/64 CONSENT ITEMS

LPL 2009 Audited Statements and Tangible Capital Assets - Ms. Jessop met with Councillor Huber to provide clarification on the Library's Tangible Capital Asset process.

It was MOVED by Councillor Branscombe and seconded by Controller Barber that the following consent items be received:

Events of Interest to Library Board Members
Draft Agenda – October 28, 2010 @ Faculty of Library and Media Studies, UWO
Letter from C. Saunders, City Clerk regarding Council Standing Committees and various civic boards and commissions. (August 31, 2010)
Letter from C. Saunders, City Clerk regarding accountability and transparency of local Agencies, Boards and Commissions. (August 31, 2010)
LPL 2009 Audited Statements and Tangible Capital Assets – verbal report

CARRIED

L10/65 INQUIRIES AND OTHER BUSINESS - none

L10/66 REPORT ON MATTERS FROM THE EXECUTIVE SESSION – no report

ON MOTION, the meeting adjourned at 6:55 p.m.

Chair

Secretary