

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, August 19, 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; Janice Colussi; Penny-Lynn Fielding; Gloria Grigas; Angela Riddell.

2. AGENDA REVIEW

20-34... On motion by Clare Wagner and seconded by Cory Ernst, it was RESOLVED that the Agenda be adopted.

CARRIED

There were no pecuniary / conflict of interest declarations.

3. MINUTES of the Board Meeting of June 17, 2020

20-35... On motion by Dana Ristic and seconded by Councillor Kelly Galloway-Sealock, it was RESOLVED that the Minutes of the Board Meeting of June 17, 2020, be approved.

CARRIED

4. BUSINESS ARISING

- 20-36... Online Approval of Library Board's Statement of Race & Social Equity
On motion by Katherine Andrews and seconded by Councillor Sarah Marsh it was RESOLVED to approve the Library Board's Statement of Race & Social Equity as provided online by the ad hoc Diversity & Inclusion Committee prior to the August Library Board meeting.

CARRIED

5. 1. BUSINESSREPORT OF OFFICERS(a) Report of the ChairUpdates

Stephanie Soulis welcomed Shannon Nicholson to the Finance Committee which she joined in July 2020.

The Trustees weighed in on their preference for a September Library Board meeting by continuing to meet online or in person at the Central Library in a large meeting room to observe social distancing.

The Board preferred to continue with a Zoom meeting for the September Library Board meeting and suggested that a poll be taken again at the October Library Board meeting.

(b) Facilities Planning & Building CommitteeUpdates

No updates were reported by Derek Vollebregt, Chair of the Facilities Planning & Building Committee.

Stephanie Soulis reported that all KPL branch locations were open and doing well.

(c) Public Service & Policy CommitteeUpdates

No updates were reported by Katherine Andrews, Chair of the Public Service & Policy Committee.

(d) Ad Hoc Diversity & Inclusion Committee

Updates

Katherine Andrews reported no new updates were available since the Board voted to approve its Core Position Statement on Race and Social Equity.

In keeping with those statements and policies, Clare Wagner inquired about the followup needed for action by the Board to participate in anti-racism training.

Mary Chevreau noted that she is awaiting confirmation of availability from her contact to conduct some online training. Councillor Sarah Marsh also provided the CEO with the name of the consulting firm and trainer that the City of Kitchener is currently working with for this training.

Mary Chevreau will report back to the Committee once an update is available.

[Michelle Dow joined the meeting.]

(e) Finance Committee

2020 Year End Projections

Michelle Dow reviewed the June 2020 Quarterly Financial Statement. Revenue and expenses impacted by the closure due to the pandemic and added costs of COVID-19 were outlined.

20-37...

On motion by Michelle Dow and seconded by Derek Vollebregt, it was RESOLVED to accept the June 2020 Financial Statements, as printed.

CARRIED

2020 Year-End Projections

Michelle Dow reviewed the Projected Year-End Statement of Revenues & Expenses.

It was noted that the library will not be collecting fines for the balance of the year 2020.

Due to the pandemic and resulting closure of the library and staff furlough, Michelle Dow reported the projection of the library's expected operating surplus by year end.

2021 Draft Operating Budget

Michelle Dow referenced the *City of Kitchener 2020 Budget Issue Paper* previously approved by the Library Board that was provided in the Board package. A request in the amount of \$146,000 was made for additional operating funding to increase staff by two full-time outreach positions, starting in September 2020 and continuing through 2021.

City Council approved the addition of \$48,000 to KPL's Q4 2020 Operating Budget starting in September for the hire of these two full-time outreach workers.

Unfortunately the additional balance of \$98,000 was not included by the City in KPL's 2021 Operating Budget.

A PowerPoint presentation followed to explain three possible outcomes of the resulting impact on KPL's final 2021 Operating Budget with and without this funding. The final decision remains pending by the City of Kitchener.

Expenditure assumptions include a 1% increase in full and part time staff salaries; a 2.3% increase in utilities as advised by the City; some small savings in processing costs anticipated and an increase in CPP of 5.45%.

Three possible Operating Budget scenarios were projected as follows:

Scenario A – KPL retains its 2020 projected surplus and uses it to sustain the two new staff positions in 2021 and more.

Scenario B – KPL returns its 2020 operating surplus in good faith to the City but retains \$98,000 as requested in its Issue Paper to sustain the two new staff positions in 2021.

Scenario C – KPL returns its surplus in good faith to the City and does not receive funding in 2021 to support two new staff positions.

In the event that additional funding is not approved by the City, as outlined in Scenario C, Michelle Dow confirmed that only one new permanent full-time staff person hired in 2020 can be supported in 2021 from budget savings as a result of staff retirements.

Highlights of both the revenue and expenditure for all three scenarios followed in the PowerPoint presentation.

In response to the Board's inquiry regarding staffing requirements, Mary Chevreau confirmed that all current full-time staff positions will be retained throughout 2021. Although two new outreach hires are not

required immediately as we slowly reopen during the pandemic, it is anticipated that the library will require two new outreach workers in 2021.

Recommendations were made by Board members that the library act in good faith as a community partner and that our dialogue with the City be honest and direct regarding our needs. Mary Chevreau agreed and will negotiate Scenarios A and B in her conversation with the City staff and final presentation to Council.

20-38... On motion by Michelle Dow and seconded by Erin Rudland, it was RESOLVED to confirm the Library Board's review of the three projected budget scenarios as presented in the draft 2021 Operating Budget and to support the CEO's engagement in conversations with the City and Council to finalize KPL's draft 2021 Operating Budget.

CARRIED

Mary Chevreau thanked staff for their creative and impressive virtual programming and all staff that continue to diligently manage the library's collections and inventory as the demand for reading material has increased during the pandemic.

2021 Draft Capital Budget

Ms. Michelle Dow presented the draft 2021 Capital Budget.

Mary Chevreau acknowledged the City's commitment to retain the DC funding with the South West Community Library.

20-39... On motion by Ms. Michelle Dow and seconded by Shannon Nicholson, it was RESOLVED to approve the draft 10-Year Capital Forecast 2021 - 2030, as printed.

CARRIED

2021 Budget Timelines

Michelle Dow referred to the summary of Administrative Review meetings as well as the Finance & Corporate Services Committee meetings with the City that were provided in the Board package.

Although these meetings will be hosted virtually by the City, Board members are welcome to attend.

(f) Report of the Secretary-Treasurer and CEO

Updates

Using a PowerPoint presentation, Mary Chevreau shared highlights of KPL's path to reopen the library.

In review, the reopening schedule included the following:

- 1) Phase 1 – Virtual Program and Service
- 2) Phase 2 – Hold Pickup (previously Curbside Pickup)
- 3) Phase 3 – Computer Access - Limited Library Access
- 4) Phase 4 – Library Spaces Reopen
- 5) Phase 5 – In-Person Programs Resume

Phases 1 through 4 are currently done. The CEO thanked staff for pivoting quickly to provide the library's programming service in a virtual world.

On June 15, pickup holds began in Phase 2 and shortly after Phase 3 was implemented with computer bookings. Staff were commended for preparing the building for customers to enter and pick up their holds. Full-time staff returned July 6 and part-time staff returned on August 4.

As at August 10 a gradual increase of in-person service was allowed.

Across all social media platforms, posts have reached 30,000+ and 2700+ engagements.

With new strategies in place to combat social media fatigue, the library is seeing a spike in engagement:

- 🚩 TikTok engagement has grown (50% in the past month)
- 🚩 Hit 5,000 Instagram followers and
- 🚩 12,000 Twitter followers

Upwards of 400 unique virtual programs have been offered since the pandemic.

Our most talked about event - the Desmond Cole event - drew an audience of 2,000 live viewers; received 8,000+ views to date; 4,000+ engagements and during the evening dozens of tags/mentions on social media were made by people tuning in to watch.

The library will continue to stream our events moving forward. This "silver lining" has enabled us to broaden our audience and talent.

Library programmers are currently investigating outdoor programming.

Penny-Lynn Fielding is working with the two School Boards regarding arrangements for students to use our community libraries once the adjoining schools at these locations reopen.

The Doon Pioneer Park Community Centre is currently not open. An update will be provided when available.

A PowerPoint slide showing photos of the Welcome Desk with its plexiglass and a photo of the directional arrows installed on the floor were shared with the Board.

Mary thanked Angela Riddell and her Team for the securing of the library's PPE supplies and installment of the plexiglass.

Mary also thanked the Library Board for its continued support.

6. II. NEW BUSINESS

None.

7. III. PRESENTATIONS

(a) Report of Councillors

Councillor Sarah Marsh reported that meetings have resumed as at August 10.

On the August 31 Finance & Corporate Services Committee Agenda, staff will report the results from the City's Winter Sidewalk Maintenance pilot program conducted in winter 2019/20 and provide winter sidewalk maintenance options and recommendations for the winter of 2020/21 and beyond.

The City will also be responding to discussions with the LANDBack Camp.

Councillor Kelly Galloway-Sealock noted that the current issues for discussion on the City's Agenda will not impact the library.

8. ADJOURNMENT

20-40... There being no further business, on motion by Councillor Kelly Galloway-Sealock and seconded by Derek Vollebregt, it was RESOLVED to adjourn the meeting at 8:44 p.m.

CARRIED

Chair

Secretary-Treasurer

[Attachments Accompany August 2020 Board Meeting]

- (a) June 17, 2020 Library Board Minutes
- (b) June 2020 Quarterly Financial Statement
- (c) 2020 Year End Projections (Statement of Revenues & Expenses -
Projected)
- (d) 2021 Draft Operating Budget (with PowerPoint Slide Presentation)
- (e) 2021 Draft Capital Budget
- (f) 2021 Budget Timelines
- (g) KPL - Core Position Statement - Race & Social Equity