



Guelph Public Library
Explore • Connect • Thrive

**Guelph Public Library Board Meeting Agenda
Tuesday April 21, 2020
Main Branch Programming Room**

Members: Scott Butler (Chair), Vivian Webb (Vice-Chair), Randalin Ellery (Vice-Chair), Aaron Blair, James Gordon, Getu Hailu, Anne MacKay, Katie Saunders, Danny Williamson

Staff: Steven Kraft (CEO), Dan Atkins (Director of Operations), Nancy Clarke (Director of Customer Service), Linda Cozzarin (Admin Assistant)

| | | |
|---|---------|---------------|
| Call to Order – S. Butler | 5:30 pm | Info. |
| First Nations Acknowledgement – S. Butler | 5:31 pm | |
| Approval of Agenda -S. Butler | 5:33 pm | Motion |
| Apologies for non-attendance -S. Butler | 5:34 pm | Info. |
| Declaration of Pecuniary Interest -S. Butler | 5:35 pm | Info. |

| | | |
|--------------------------------------|---------|---------------|
| Consent Agenda: S. Butler | 5:36 pm | Motion |
| 1) Adoption of Minutes of March 2020 | | |
| 2) Correspondence | | |
| 3) Annual Review- HR | | |
| 4) Annual Review – West End | | |
| 5) CEO’s Report | | |
| 6) Approval of Financial Statement | | |
| 7) Service Utilization Report | | |

Presentations & Reports:

| | | |
|--|---------|-----------------------|
| 1) Central Library Update: <ul style="list-style-type: none">• DPAI Final Report | 5:38 pm | Discuss Motion |
| 2) 2020 COVID-19 Library Continuity Report-N. Clarke | 6:00 pm | Discuss |
| 3) 2020 COVID-19 Recovery Plan Report-D. Atkins | 6:15 pm | Discuss |
| 4) Committee Reports <ul style="list-style-type: none">• Executive Committee Report/Chair Report | 6:30 pm | Discuss |
| 5) CEO Top of Mind | 6:40 pm | Discuss Motion |

New Business: - S. Butler 6:50 pm

Unfinished Business: S. Butler

Next Meeting: Tuesday May 19, 2020 @ 5:30 pm **Info**



Guelph Public Library
Explore • Connect • Thrive

**Guelph Public Library Board
Minutes
Tuesday March 25, 2020
Main Branch Board Room Via Phone Conference**

Members: Scott Butler (Chair), Vivian Webb (Vice-Chair), Randalin Ellery (Vice-Chair), Aaron Blair, James Gordon, Getu Hailu, Anne MacKay, Katie Saunders, Danny Williamson

Staff: Steven Kraft (CEO), Dan Atkins (Director of Operations), Nancy Clarke (Director of Customer Service), Linda Cozzarin (Admin Assistant)

Regrets: R. Ellery, A. MacKay, D. Williamson

1. Call to Order: S. Butler called meeting to order @ 1:11 pm
 - S. Butler read the Territorial Acknowledgement.

2. Approval of agenda:

| | | | | |
|-------|------------------------------------|-------------|------------------|----------------|
| 23:20 | Moved: | K. Saunders | Seconded: | J. Gordon |
| | To accept the agenda as presented. | | | CARRIED |

3. Declaration of Pecuniary Interest: None

4. Consent Agenda: S. Butler
 - 1) Adoption of Minutes of February 2020
 - 2) Correspondence
 - 3) Annual Review- Eastside
 - 4) Annual Review – IT
 - 5) CEO’s Report
 - 6) Approval of Financial Statement
 - 7) Service Utilization Report

| | | | | |
|-------|--|----------|------------------|----------------|
| 24:20 | Moved: | G. Hailu | Seconded: | L. Maslove |
| | To accept the consent agenda as presented. | | | CARRIED |

5. Presentation & Reports

➤ Central Library Update:

- DPAI Final Report – Peer Review – New Central Library
 - DPAI Final Report defer for the April Board Meeting.
 - Discussion followed:
 - S. Kraft emphasized the importance of strong Board support for the DPAI Report and the Library's Schematic Design by Diamond Schmitt once received.
 - Update on costing of the Baker District Development forthcoming.
 - Board needs to be prepared to identify next steps in going forward with project.
 - Separate Board meeting may be scheduled to approve reports if needed.
 - Public Engagement events scheduled for early April are postponed due COVID-19 virus.

- Public Engagement Report

- Discussion followed:
 - Board would like to see Library Engagement Report from Invizij added to the appendix.
 - Board to approve once all reports are final.

➤ Committee Reports

- Executive Committee Report – S. Butler
 - Crisis management of the COVID - 19 was the central focus.
 - Need to come up with a Stakeholder strategy and communication plan.
- External Affairs
 - RFP for Fundraising Study on hold for now.
- Internal Affairs
 - Nothing to report at this time.
- Governance Committee
 - No quorum at last meeting. Nothing to report.

S. Butler suggested to defer all Committee meetings until COVID – 19 crisis is over. Chair of each committee agreed to postpone meetings until back to normal. Executive Committee to make any decisions as needed.

- CEO - Top of Mind - S. Kraft
 - S. Kraft is part of the City's Emergency Operation Centre.
 - S. Kraft following guidelines from City.
 - S. Kraft sending daily updates to inform all staff of the happenings with the City.
 - Management team checking on their locations, while all staff are instructed to work from home.
 - All deliveries suspended until further notice.
 - Contractors working on renovations.

| | | | | |
|-------|--|-----------|------------------|---------|
| 25:20 | Moved: | J. Gordon | Seconded: | V. Webb |
| | To accept the Top of Mind Report and New Business updates. CARRIED | | | |

6. New Business: S. Butler

- What is the Boards role in this pandemic crisis?
- Statement from Board to recognize Staff and offer encouragement for their efforts during this unusual time might be appreciated.
- What steps can the Board take in helping the library move forward once the doors open?
- Library as a cultural and educational hub online.

7. Unfinished Business:

- None.

8. Next Meeting:

- Tuesday April 21, 2020 at 5:30 pm

9. Adjournment:

| | | | | |
|-------|--|-----------|------------------|--|
| 26:20 | Moved: | S. Butler | Seconded: | |
| | That the GPL Board meeting of March 2020 be adjourned. CARRIED | | | |

Meeting adjourned at: 2:25 pm

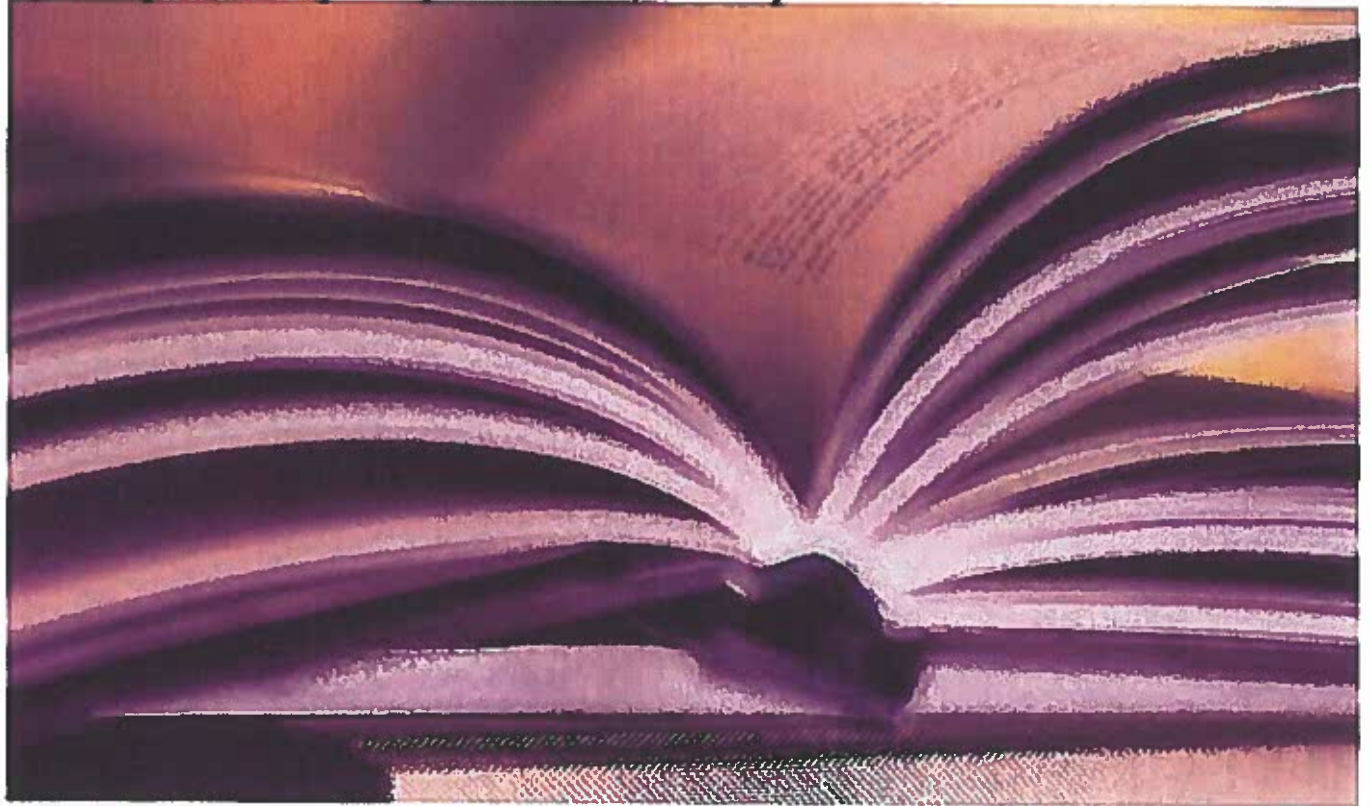
| | |
|----------------------------|-------------|
| | |
| Library Board Chair | Date |

| | |
|--------------------------------------|-------------|
| | |
| Library CEO (Board Secretary) | Date |

Stuck inside? Here are some ways to enjoy some reading

There are ways to fill some of your socially distanced time while scratching your literary itch, writes Jeremy Luke Hill

Opinion Apr 08, 2020 by Jeremy Luke Hill Guelph Mercury



There are many ways to fill some of your socially distanced hours and also scratch your literary itch at the same time, says Jeremy Luke Hill. - Metro Creative photo

Press. He writes a regular column for the Mercury Tribune. - Jeremy Luke Hill photo

Unless you're far more essential than I am, you're probably spending most of your time stuck inside your house these days, and let's face it — there's only so much television you can binge before you start noticeably killing brain cells. What to do?

Given that this is a books column, I can see some of you trying to get ahead of me here.

"He's gonna tell us to read," you're saying to yourself, "as if I hadn't thought of that already. Then he's going to give us a list of books that probably won't interest me, and I'll still be stuck inside and bored to death."

Well, you're wrong. At least partly. I mean, I absolutely think you should catch up on your reading. I certainly have been. And if you want some recommendations, feel free to be in touch.

But there are more ways to fill some of your socially distanced hours and also scratch your literary itch at the same time:

1. The Guelph Public Library and Vocamus Writers Community's annual Teen Writing Contest recently closed on March 31, and they're looking for local authors and teachers who would be willing to provide editorial feedback to the winners of that contest as the students prepare their stories for publication in the ETCH anthology.

The commitment is low. You'll only have to read and comment on a single story. If you're interested, you can email vocamuswriterscommunity@gmail.com.

2. Two Guelph friends, Aimee and Alisha, have created a non-profit Facebook page, *Bedtime Stories With*, that features authors and songwriters and respected personalities from Guelph and further afield, who spend an hour telling bedtime stories live each night at 8 p.m. You can tune in [here](#).

If you're an author or storyteller yourself, and you'd like to participate, you can contact the organizers at aimee@puthon.com.

3. The Guelph Public Library is partnering with The Rotary Club of Guelph to hold a poetry competition called, "The Night Sky."

Poems should be inspired by the night sky, be original compositions, and 150 words or less, typed, single-spaced in a word document, and submitted to contests@guelphpl.ca by 9 p.m. on April 15. Prizes will be awarded in three categories: Grades 7 to 9, Grades 10 to 12, and adults. Each category will have \$100 each for first prize and \$50 for second place.

4. The CBC has created a list of virtual book launches, readings, festivals and interviews, many of which were intended to be live events but have been cancelled along with everything else.

You can check out what's going on in literary Canada and support our national authors and publishers all at the same time. The link is here.

5. The Internet Archive has made available for free the National Emergency Library, a collection of books that supports emergency remote teaching, research activities, independent scholarship, and intellectual stimulation while physical libraries are closed. You can check out their 1.5 million books on their website here.

Jeremy Luke Hill is a publisher at Gordon Hill Press. He writes a regular column for the Mercury Tribune.

by Jeremy Luke Hill

Email: vocamuspress@gmail.com



Guelph Public Library
Explore • Connect • Thrive

**Guelph Public Library Board
Annual Report – Human Resources
2019**

1. Issue:

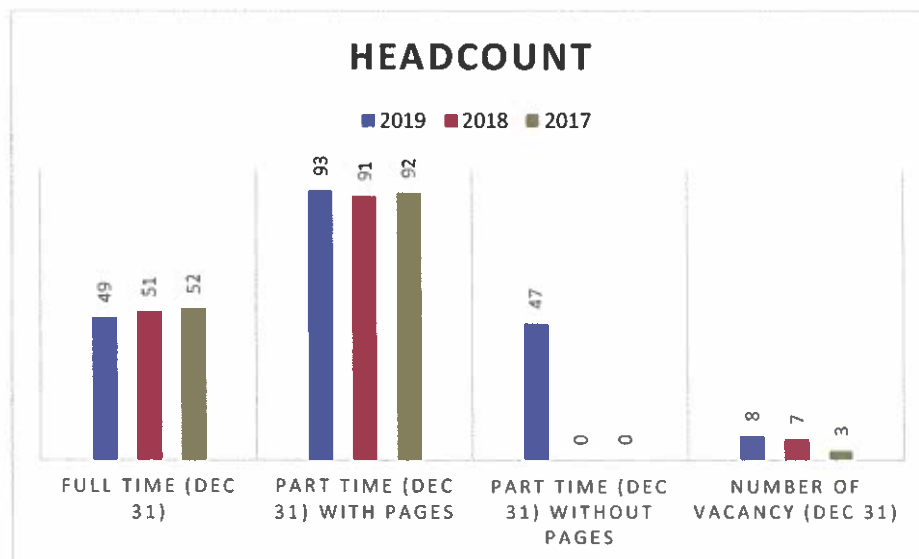
To provide the GPL Board with a report on the activities of the GPL Human Resources Department for the period of January 2019 to December 2019.

2. GPL Personnel data – HR DASHBOARD

In collecting workplace data this report used the following:

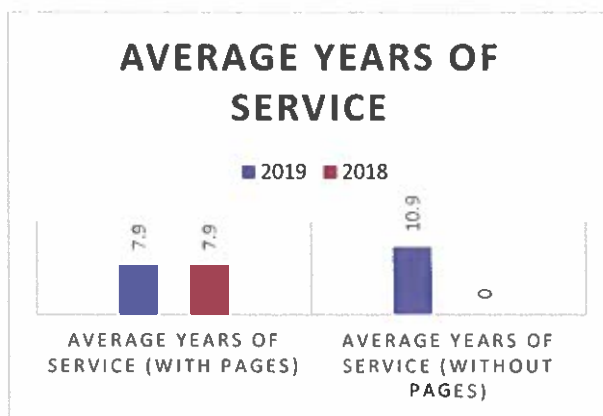
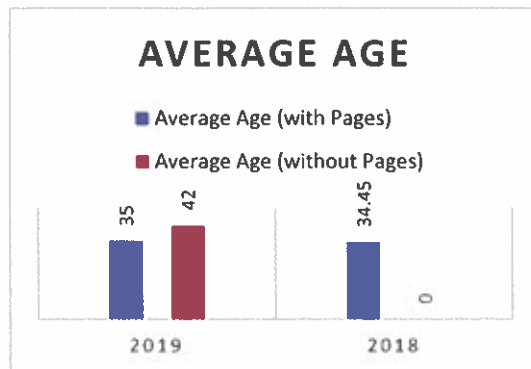
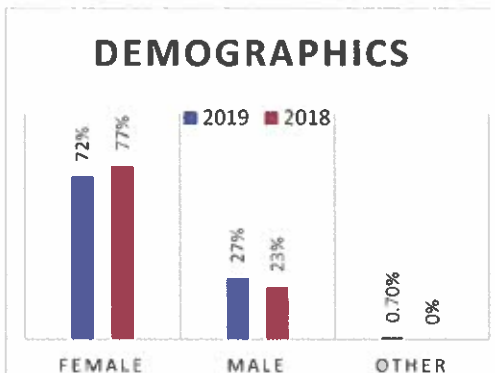
- City payroll systems - KRONOS and JDEdwards (a Human Resources Management System which includes GPL personnel data)
- GPL's statistics i.e. headcount, FTE's, demographics are recorded and benchmarked with the City of Guelph
- Stats Canada

Headcount refers to the number of individuals who work for an organization. For libraries the headcount number is high because we cover a wide range of hours (up to 12 hours per day) and hire part time staff (such as students) as Pages



Demographics - Three quarters of library staff are female which follows a trend in Public Libraries. We have an average age that aligns with other libraries of our

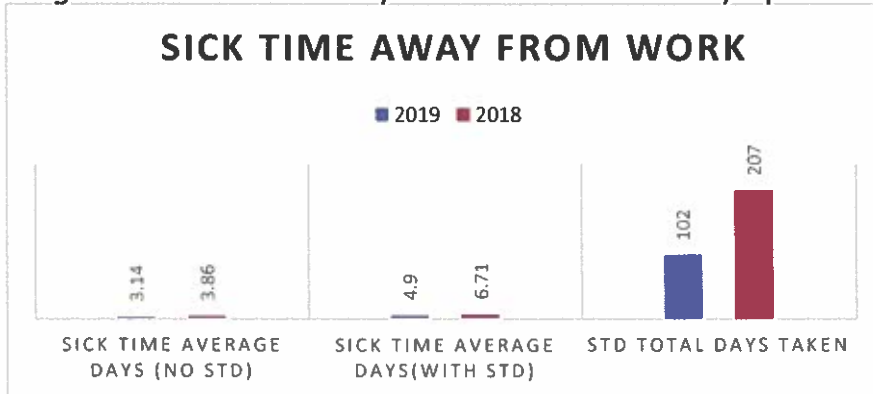
size and is reflective of our retiree trends. Our average years of service shows a dedicated workforce with a strong influx of new talent. Notes: includes all active Full Time and Part time staff as of December 31, 2019.



Workplace Absentee rates are measured by the:

- Average number of sick days per employee and
- Total of days off due to sickness or injury within the whole organization.
- The number of days taken for Short Term Disability is also noted as it drives our sick time numbers.

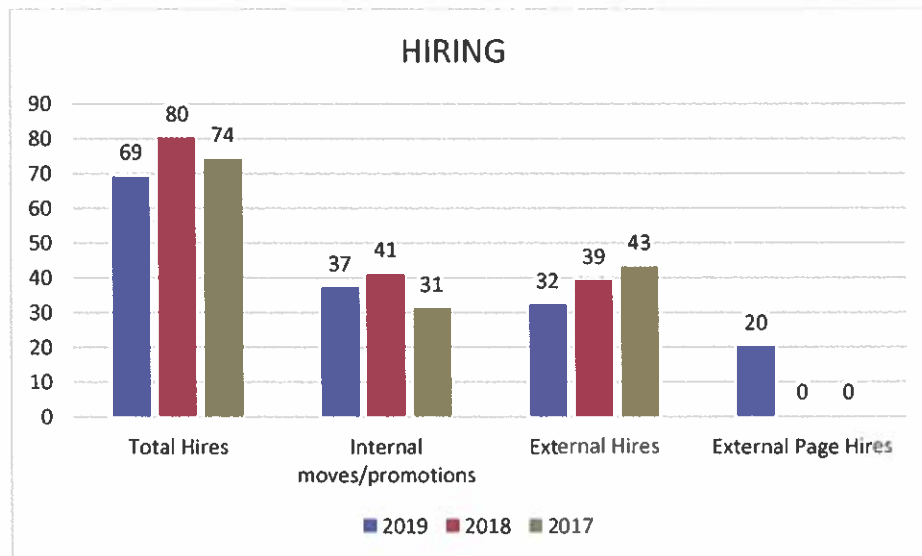
GPL workplace absentee rates low due to good and fair working conditions and staff that are passionate about library work. According to Stats Canada in Canada the average number of sick days in 2019 was 6.9 days per employee.



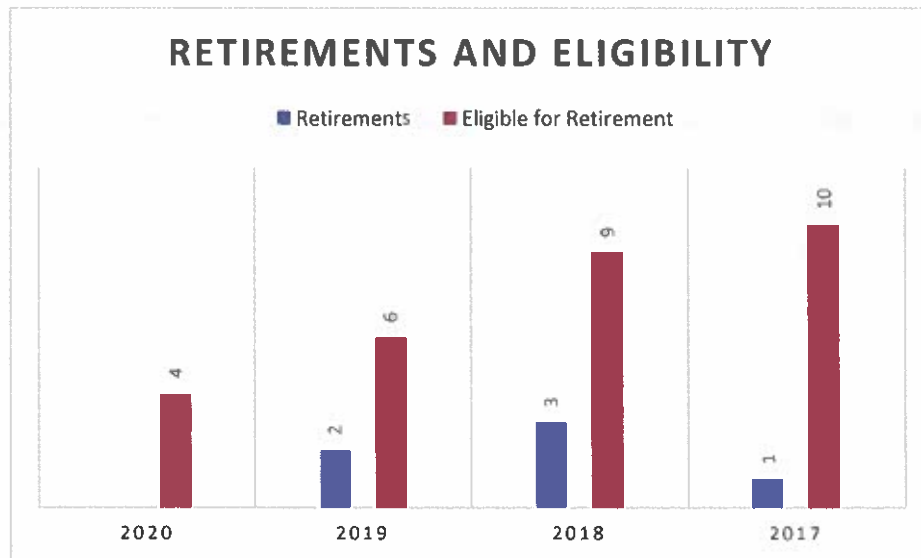
Staff Accidents and Incidents are recorded as part of GPL's compliance with the Ontario Occupational Health and Safety Act and Workplace Safety and Insurance Board.

***Statistics for Accidents and Incidents have been recorded on a separate report.**

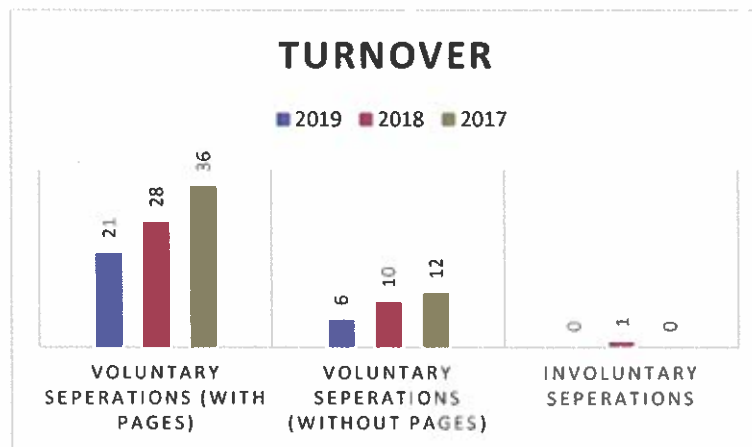
Hiring activity includes staffing and workforce planning for internal and external hiring. We have introduced a new recruitment methodology in the summer of 2019 that provides more rigor around the process, a methodology to ensure an unbiased and defensible decision-making process. This has been very successful in bringing in high quality candidates and has assisted in streamlining high volume recruitment such as for Pages (to replace those moving on to higher education). The shift from internal to external hiring this year is due to the hiring of external pages as well as several librarian positions which did not have interest/qualification from internal candidates.



Retirement Summary - Over the past 7 years the average retirement age in Canada has increased from 60 to 62, supporting research that people are waiting longer to retire. At GPL the average retirement rate over the last 5 years is age 60. This is likely due to employee's eligibility to retire after 30 years of service, regardless of age. In the next 3 years 8.6% of GPL employees will be eligible to retire. While that does not mean they will, it does mean a significant portion of the workforce could be new to the organization or in a new position. Sustainability/Succession Planning is going to be crucial if this knowledge gap is to be managed.



Turnover trends are tracked as they represent a loss of productivity and increased costs (over \$1,200 essentially in personnel costs per hire). In order to remain healthy and viable some turnover is necessary for both succession planning and overall knowledge transfer. GPL turnover is low and reflective of its loyal workforce. The main source of turnover is our Page population which both expected and predicted each year with the movement of students through the roles.



3. 2019 PREP Action Plan

- As per the City of Guelph, NUME (non-union management employee) salary increases will be set and based on performance and where they land on the pay grid. This will follow the city timeline.
- CUPE wage increases will be based on what will be negotiated in the Union contract not on performance – currently in negotiations and has been paused due to COVID-19 response.

4. Successes

- Strategic Goal 2: Reflect our Changing Community:
 - Revised recruitment process to provide more rigor around the process.

- Provided methodology that is both defensible decision-making process
- Aligned interview questions with the changing roles and diversity within the growing community.
- Ran a pilot test of Ryan Dowds Training on Homelessness in Libraries
- Strategic Goal 7 Empower Staff
 - Staff development day with an external trainer – Customer service training
 - Worked through Labour management on key priorities for staff going forward.

5. Issues and Action plans

In the next 12 months the HR Department will be addressing the following issues:

- Labour Relations and contract negotiations – started in February 2020
- Strategic Goal 7 Empower Staff
 - Develop and Design a new orientation program that will follow the employee at minimum through the first 90 days of hire
 - Launch of the Ryan Dowd Training – followed by a sustainability plan
 - Revision and update of Current required training – including AODA and Harassment Training
- Succession planning for key roles including but not limited to recruitment for key positions that are anticipated to become vacant in 2020 due to staff retirements.

* Please note that these plans will be revised, paused or modified based on the needs of our COVID-19 response plan.

6. Summary

GPL has a stable and dedicated workforce with:

- Approximately 150 employees
- low absenteeism, and an engaged, health and safety conscious staff

However, in the next 3 years with expected retirements from the workforce, opportunities to train and provide learning and leadership for staff will become increasingly important.

7. Recommended Motion:

The Guelph Public Library Board accept the Annual Report – Human Resources dated April 16, 2019 as presented.

Prepared by Carolyn Elston-Ryder, HR Generalist

Guelph Public Library
Annual Report– West End Branch

April 14, 2020

1. Issue

To provide the Guelph Public Library Board with an annual report highlighting the activities of the West End Branch in the year 2019.

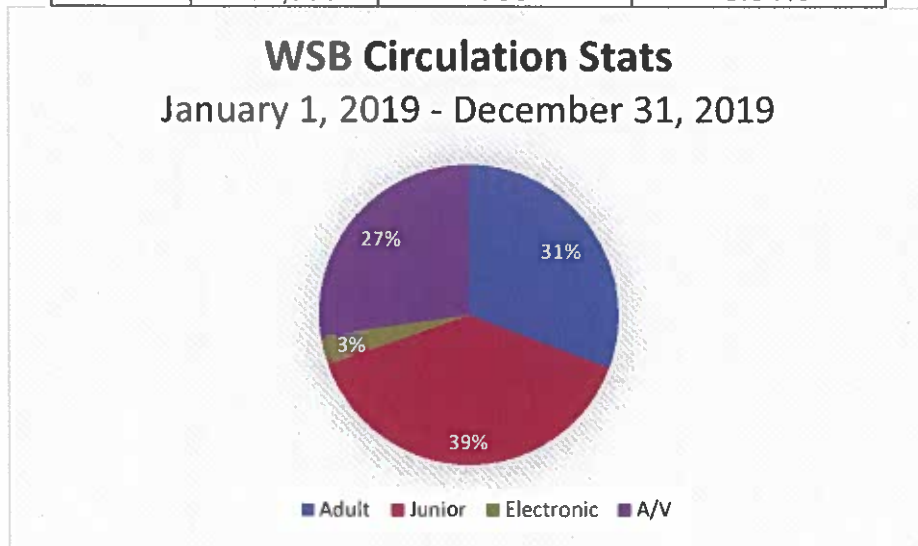
2. Background

The West End Branch is located in the West End Community Centre (WECC) near the intersection of Paisley and Imperial Road. The library includes 4,600 square feet and has access to a patio. The library operates with a staff of one full-time branch manager and 5.6 FTE staff. The branch offers 7 public access computers, houses approximately 33,585 volumes, and has an annual materials budget of \$124,000 (books and periodicals).

3. Statistics

Circulation snapshot of the past 4 years (Jan. 1 – Dec. 31)

| | Annual Circulation | Average daily Circulation | Annual % +/- |
|------|---------------------------|----------------------------------|---------------------|
| 2019 | 243,291 | 691 | -1.2% |
| 2018 | 246,358 | 700 | -3.1% |
| 2017 | 254,241 | 722 | -9.8% |
| 2016 | 281,998 | 799 | +0.04% |



In the 2019 calendar year, 203,901 people visited the branch (with July and October being the busiest months), a decrease of 14%.

4. 2019 Strategic Goals Acheived

Create a Dynamic Space

The castle in the Children's space was removed in the fall, with the idea being that this would allow more space for programming and seating. As you can see below, the previous setup did not allow much room for programming in this area. Seating is now focused in the corner where the castle used to be, allowing a more open concept conducive to play and programming.

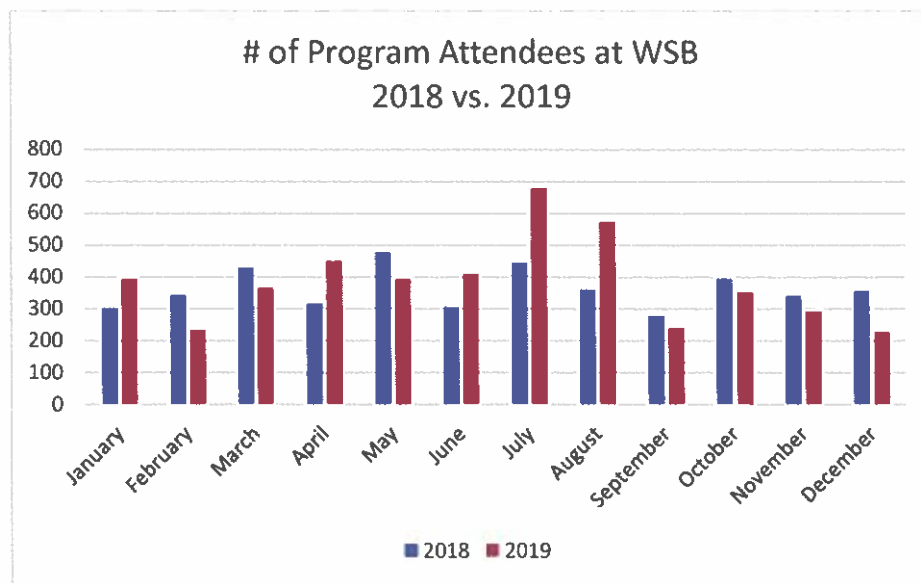
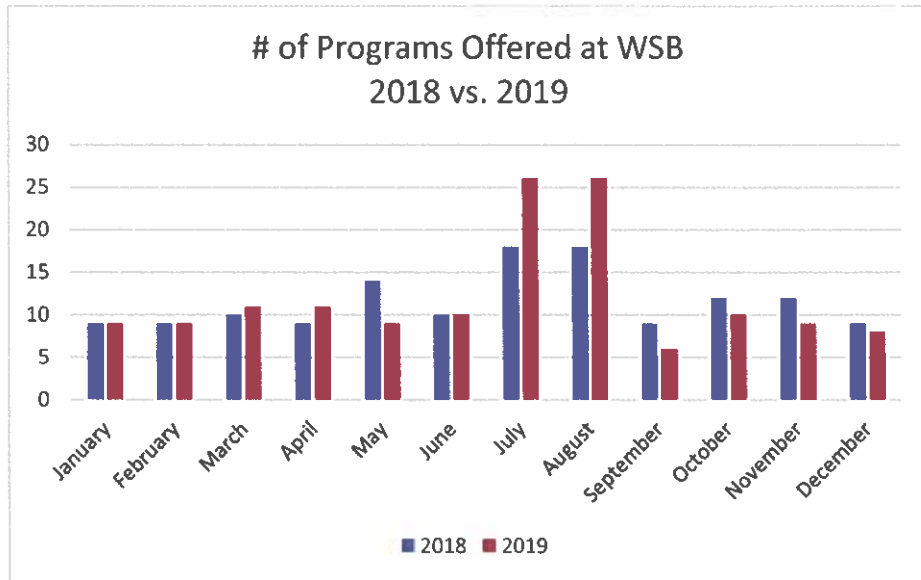


Reflect Our Community

In 2019, West End added some new collections to further meet the needs of our community. These included Blu-ray discs (previously only available at Main and Westminster Square branches), Nintendo Switch games (now available at all branches) and a dedicated Indigenous collection. We also purchased some newer technology for use by patrons in the branch (an updated iPad and a second Chromebook).

Strengthen Our Reach

West End has made a concentrated effort to increase programming in the last couple of years. In 2019, we saw an increase in both the number of programs offered (2018 – 139 programs / 2019 – 144 programs offered) and a 6.6% increase in the number of attendees to these programs.





5. Action Plan 2020

- Finish refurbishment of Children's Area
- Have staff continue to promote the Self-Checkout option, with the goal of increasing usage to 40% by patrons
- Empower staff to continue to provide input into the planning of the new Central library

6. Recommended Motion

The Guelph Public Library Board accepts the Annual Report of the West End Branch dated April 21, 2020 as presented.

Prepared by Chris Raso – Supervisor, West End Branch



Guelph Public Library

Explore • Connect • Thrive

**Report to the
Guelph Public Library Board
CEO's Report
April 17, 2020**

Programs/Events

Since COVID-19 has caused the Province to declare libraries to be closed we have cancelled all registered in-person programming and events for the foreseeable future. The programming that remains has transitioned to a virtual or online format. Upon closure, the public and our customers were eager to find things to do online and Lisa Cunningham was kept busy responding to questions. By week three, many students were working online and our social media focused on ways to help parents and children succeed in this format. By week four, activity on our social media accounts has returned to normal and many customers are enquiring about recommended reading, how to obtain new material, and anything that has a feel-good or positive message.

Lisa is sharing recipes, recommendations for reading sent in by staff, humorous and positive quotes, flashback photos, and how-to videos from YouTube.

Finance

Financial activity has been somewhat subdued during this period of uncertainty. We are continuing to pay invoices as they are received. We have confirmation that our 2019 budget is under audit and we finished the year with a small positive variance.

Human Resources

We've notified our Page Staff (45 individuals) that they have been transitioned to an unpaid status effective April 5. A significant number of staff (75 individuals) have been notified they will be transitioning to the same unpaid status effect April 24. The remaining staff are primarily professional librarians and managers who will work to keep the buildings and various support mechanisms functioning effectively.

As these individuals work from home, their primary responsibilities will be to support and enhance our online services and programming. Staff are working in two teams: a Continuity Team to support our customers while we are closed, and a Recovery Team to prepare for the variety of circumstances and issues that will face us when we reopen to the public.

Development officer/donations

We continue to receive and process some donations while we are closed. Many of our 'regulars' have appreciated Kirsten checking in on them. Sadly, Eileen Hammill, former Library Board Chair and member, passed away on March 28 and memorial donations have been requested to go towards the Guelph Public Library Endowment Fund at the Guelph Community Foundation. Kirsten is in correspondence with the Digital Literacy Exchange Program which would have seen us hire a student beginning on July 1. Our 'Celebration of Supporters' guest list is being prepared although the proposed event date of May 22 will likely have to be rescheduled.

New Central Library Update

Things are going as well as can be expected during this awkward period. As of now, we are still assuming the budget and schedule for this project have not changed. It is difficult to get information since no one knows what the financial impact or duration of this crisis is going to be. Windmill is working on more precise costing for the library based on the latest schematic designs from Diamond Schmitt Architects. The June 22 Council meeting is still scheduled and being planned for, although it's logical to assume the date will change. There have been no Steering Committee meetings since the pandemic told hold of the community. Project Manager, Stephanie Guy, is keeping me up-to-date on any changes.

Branch renovations

All renovations including those at Main Library have been suspended during this time. Work at Main Library was well under way before the Province directed stringent controls on social distancing. This work will need to be completed before we reopen.

CEO activities

I and other the other senior managers in the library have been busy participating in conference calls and responding to the administrative issues that are necessary to keep the library functioning during this time of transition. I participate in the EOC (Emergency Operations Committee) that meets daily to keep city departments and community partners aware of changes or updates. CULC (Canadian Urban Library Council) has been meeting once a week to keep library CEOs informed as to what is happening in major cities across the country.

Steve Kraft, CEO

skraft@guelphpl.ca

SERVICE UTILIZATION – MARCH YTD



Guelph Public Library
 Inspire • Connect • Serve

| | |
|---------------------------------------|---|
| Circulation 431,763 -12.5% | Program/Club Use 22,886 -35.6% |
| Technology Use 333,933 -6.3% | Services Use 318,165 -2.2% |

| Monthly KPI | Green Criteria | Yellow Criteria | Red Criteria |
|-------------------------------------|---------------------------------|-----------------------------------|----------------------------------|
| Circulation (includes e-books) | > -5% compared to last year YTD | - 6-24% compared to last year YTD | - >24% compared to last year YTD |
| Program/Club Use | > -5% compared to last year YTD | - 6-24% compared to last year YTD | - >24% compared to last year YTD |
| Technology Use: (Wifi and Computer) | > -5% compared to last year YTD | - 6-24% compared to last year YTD | - >24% compared to last year YTD |
| Services Use (Online and In person) | > -5% compared to last year YTD | - 6-24% compared to last year YTD | - >24% compared to last year YTD |

FINANCIAL PERFORMANCE Q1 YR/YR



Guelph Public Library
Empowering Communities

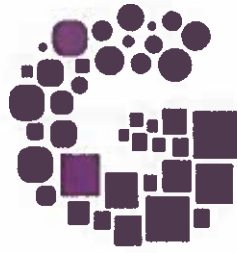
| | |
|---|-----------------------------------|
| Revenue (-15.5%) | Operational Expense (-3.1%) |
| Capital Expense (-74%) \$683,482 unspent balance | Fundraising (-17.9%) |

| Monthly KPI | Green Criteria | Yellow Criteria | Red Criteria |
|---------------------|-----------------------|------------------------|-----------------------|
| Revenue | +/- < 8% expected YTD | +/- 8-28% expected YTD | +/- >28% expected YTD |
| Operational Expense | +/- < 8% expected YTD | +/- 8-28% expected YTD | +/- >28% expected YTD |
| Capital Expense | +/- < 5% expected YTD | +/- 6-25% expected YTD | +/- >25% expected YTD |
| Fundraising | +/- < 8% expected YTD | +/- 8-28% expected YTD | +/- >28% expected YTD |

- Revenue: the Public Library Operating Grant has not been release by the Province
- Operational Expenses: are in line with 2020 budget estimates
- Capital Expense: percentage shown is an uncommitted balance
- Fundraising: Direct Ask campaign kicks off in October



| | Approved Final Budget \$ 2020 | YTD Budget \$ March | YTD Actuals \$ March | YTD Variance \$ | 2020 Budget Spent % | Projected Variance at Dec 31, 2020 | Comments |
|---|-------------------------------------|---------------------------|----------------------------|--------------------|---------------------------|--|----------|
| Local Boards | | | | | | | |
| 51 Guelph Public Library | | | | | | | |
| Revenue | | | | | | | |
| User Fees & Service Charges | (321,000) | (33,279) | (66,354) | (33,075) | (20.7) | 0 | |
| Product Sales | (1,000) | (221) | (194) | 27 | (19.4) | 0 | |
| Interest & Penalties | (1,000) | (171) | (1,883) | (1,712) | (188.3) | 0 | |
| External Recoveries | (68,900) | (15,683) | (10,146) | 5,537 | (14.7) | 0 | |
| Grants | (167,700) | (41,925) | (41,944) | (19) | (25.0) | 0 | |
| Total Revenue | (559,600) | (91,279) | (120,521) | (29,242) | (21.5) | 0 | |
| Expenditure | | | | | | | |
| Salary, Wage & Benefits | 6,613,250 | 1,580,055 | 1,511,387 | (68,668) | 22.9 | 0 | |
| Purchased Goods | | | | | | | |
| Administration & Office Expenses | | | | | | | |
| Fleet, Equipment & Vehicle | | | 342 | 342 | | | |
| Utilities & Taxes | 154,100 | 41,915 | 35,081 | (6,834) | 22.8 | | |
| Operating | | | | | | | |
| 2414 JANITORIAL SUPPLIES | 13,000 | 2,988 | 723 | (2,265) | 5.6 | | |
| 2415 PROMOTIONAL MATERIALS | 8,000 | 2,161 | 632 | (1,529) | 7.9 | | |
| 2418 FOOD SUPPLIES | 800 | 247 | 281 | 34 | 35.1 | | |
| 2419 OPERATING SUPPLIES | 93,000 | 17,092 | 17,504 | 412 | 18.8 | | |
| 2467 BOOKS | 997,000 | 332,238 | 320,578 | (11,660) | 32.2 | | |
| 2468 MAGAZINES, PERIODICALS, SUBSCRIP | 68,000 | 3,328 | 2,250 | (1,078) | 3.3 | | |
| 2470 FILMS | 75,000 | 12,420 | 8,364 | (4,056) | 11.2 | | |
| 2472 LIBRARY SUPPLIES | 9,500 | 4,156 | 558 | (3,598) | 6.9 | | |
| 2477 CRAFTS | 7,500 | 864 | 69 | (795) | 0.9 | | |
| 2487 OTHER LICENCES | 250,000 | 167,836 | 228,608 | 60,772 | 91.4 | | |
| Total Operating | 1,521,800 | 543,330 | 579,567 | 36,237 | 38.1 | | |
| Land & Equipment | 15,800 | 9,225 | | (9,225) | | | |
| Total Purchased Goods | 1,691,700 | 594,470 | 614,990 | 20,520 | 36.4 | | |
| Purchased Services | | | | | | | |
| Repairs & Maintenance | 415,300 | 159,216 | 145,787 | (13,429) | 35.1 | | |
| Communications | 168,800 | 28,531 | 35,391 | 6,860 | 21.0 | | |
| Travel/Training/Associations | 53,000 | 22,290 | 19,828 | (2,462) | 37.4 | | |
| Consulting | 129,900 | 45,671 | 21,911 | (23,760) | 16.9 | | |
| Rental/Leases | 968,300 | 304,141 | 279,811 | (24,530) | 28.9 | | |
| Total Purchased Services | 1,735,300 | 559,849 | 502,528 | (57,321) | 29.0 | | |
| Financial Expenses | 7,200 | 1,500 | 699 | (801) | 9.7 | 0 | |
| Total Expenditure | 10,047,450 | 2,735,874 | 2,629,604 | (106,270) | 26.2 | 0 | |
| Net Before Internal Charges & Recoveries | 9,487,850 | 2,644,595 | 2,509,083 | (135,512) | 26.4 | 0 | |
| Internal Charges & Recoveries | | | | | | | |
| Internal Charges | 134,362 | 56,000 | 250 | (55,750) | 0.2 | 0 | |
| Internal Recoveries | 0 | 0 | 0 | 0 | 0.0 | 0 | |
| Total Internal Charges & Recoveries | 134,362 | 56,000 | 250 | (55,750) | 0.2 | 0 | |
| Net Budget | 9,622,212 | 2,700,595 | 2,509,333 | (191,262) | 26.1 | 0 | |



Guelph Public Library

Explore • Connect • Thrive

Guelph Public Library Library Continuity Team - Report April 14, 2020



Virtual Programs welcome screen

1. Issue:

To provide the GPL Board with an overview of the activities of the Library Continuity Team for the period of March 16 through April 14, 2020

2. Background:

On Sunday March 15, 2020 at 5pm the Guelph Public Library closed its doors to the public as part of the City-wide effort recommended by Wellington-Dufferin-Guelph Public Health to implement physical/social distancing measures required to mitigate the spread of the corona virus, COVID19, outbreak. Since that time, Library staff have endeavoured to maintain the Library's contribution to the community via online means – bringing Library services to people in their homes.

On March 31, 2020, CEO Steven Kraft created two teams to help guide the Library and staff through the next few weeks of Library closure and the preparation for reopening soon. The Library Continuity Team, led by Nancy Clarke, was tasked with providing as much Library service to the community as possible in the world of remote work and access. The Library Recovery Team, led by Dan Atkins, was tasked with planning for, and establishing a new service model under which the Library will operate going forward, accounting for continued measures at physical distancing, maintaining clean facilities and staff & public safety.

3. Summary of activities:

The **Continuity Team** had a bit of head start on its work assignment as Staff have - by natural instinct - been providing as much library service as possible remotely from the time the Library closed:

Information staff have been answering patron questions via email (Ask Us) and text (Mosio), forwarded from the Library's website and sent directly to them as Library contacts for external groups. They have also been modifying content on the Library's website including curating reliable COVID-19 information. Marcia Watt has shifted to ordering more e-content from our suppliers during this time

Lisa Cunningham, as **Communications Coordinator**, has been managing the Library's presence on Twitter, Facebook, Instagram, Pinterest and You Tube helping to coordinate online story times, partnering to find "celebrity" readers and working to assist the programmers with their work as well as planning for the Summer Reading Club.

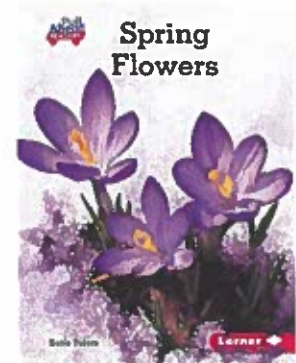
Emily Tyschenko, currently filling in as **Virtual Librarian**, has worked on creating a Virtual Programs page on the GPL website <https://www.guelphpl.ca/en/services/virtual-programs.aspx> and has been editing and updating links on the Library's website, answering queries and collaborating with Programming. Laura Baker planned, developed and rolled out our first Virtual Book Club, now a weekly event.

Christy Giesler has been leading **Programming** staff in developing programs viewable online and populating the Virtual Programs page.

IT, led by Andrew Kwan, has facilitated virtual meetings and sharing of documents and made files more accessible to those working from home.



Flower Power program with Hoopla link.



4. Statistical overview:

Reference Questions answered March 16-April 14, 2020

Mosio: 97

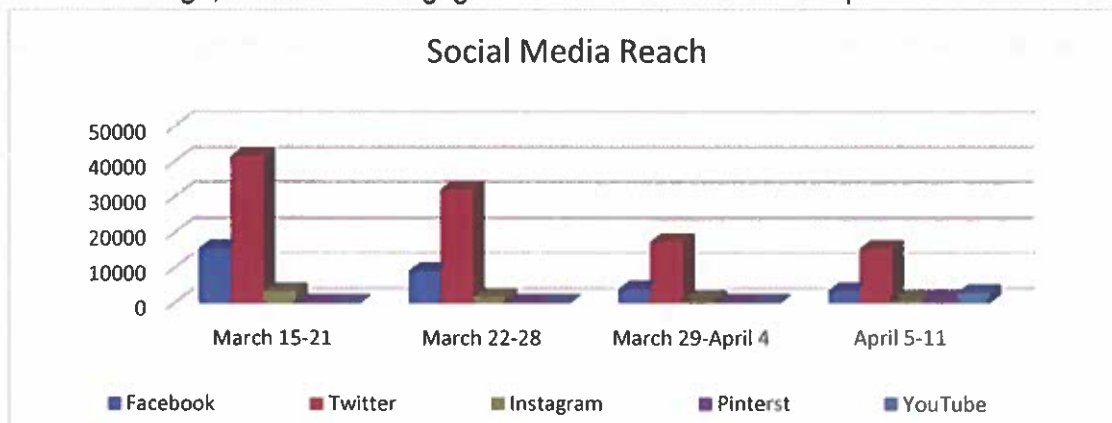
Ask us :37

Other: 81

Grand total: 215* does not include questions coming directly to admin staff via phone and email

Social Media Summary:

After a two-week surge, social media engagement has returned to normal pre-closure levels.



5. Successes and issues:

± **Online Book Club** has been established and favourably received by patrons. It will run on a weekly basis (Friday afternoons)

± A **Virtual Programs** page has been created on the GPL website. It has been populated with online programming previously created by Library Staff and new content and links will be added continuously

± **Online staff training opportunities** were created by Branch managers Eleni Hughes and Michelle Campbell and assigned to staff working from home.

± **Online vendors have opened access:** Ancestry Library Edition currently available at home, Gale, Kanopy and Hoopla offering more content options.

± **Main Library renovations** which had been continuing during the closure, ceased on Friday April 3, when the Province closed non-essential construction sites. A week's worth of work will be needed before the Main Library can fully reopen to the public.

6. Strategic Goals addressed:

+ **Goal 3 – Create a Dynamic Space:**

. Library renovations had proceeded and will need to re-start before reopening the Main Library to the Public.

+ **Goal 5 – Work together to build a resilient community:**

. Online resources and programs have been bolstered through increased purchasing of e-Resource offerings and the creation of new content.

+ **Goal 6 – Strengthen our Reach:**

. Online book club has been launched - this item was part of the 2020 strategic work plan

+ **Goal 7 – Empower Staff:**

. Staff have had the opportunity to take training on Library issues and the Ryan Dowd Homelessness training course. They have also been stretching their technology muscles creating online content.

7. Action Plans:

- ▶ Plan for re-start of renovations work before Main Library can reopen fully.

Goal 3 – Create a Dynamic Space

- ▶ Continue to build online offerings from the Library for those who can't be here in person.
- ▶ Develop partnerships with other organizations to build virtual content.
- ▶ Develop new service model for programs which allow for physical distancing.

Goal 5 – Work together to build a resilient community

- ▶ Consider/plan for offering pick up/delivery service, as physical distancing restrictions lessen.

Goal 6 – Strengthen our Reach

- ▶ Create more online training for staff and encourage more creation of online library content.

Goal 7 – Empower Staff

8. Summary:

The Library's **Continuity Team**, which in some ways formed "organically" as the Library closed its physical locations, is providing an increasing number of online services to the Guelph Community. The team will continue to grow these programs and services in the short term and use them to enhance the Library's service model going forward post COVID19.

Recommended motion:

That the Guelph Public Library Board adopts the report of the Library Continuity Team as presented.

Prepared by Nancy Clarke, Director of Customer Service

Continuity Team members:

Christy Giesler, Supervisor Scottsdale Branch
April Norcross-Love, Supervisor East Side Branch
Marcia Watt, Collection Development Librarian
Emily Tyschenko, Virtual Librarian
Laura Baker, Librarian
Lisa Cunningham, Communications Coordinator
Andrea Curtis, Program Coordinator
Andrew Kwan, IT Manager
Jeff Fernandes, IT Specialist



Guelph Public Library
Explore • Connect • Thrive

Guelph Public Library Board 2020 COVID-19 Recovery Plan Report April 21, 2020

1. INTRODUCTION

The 2020 COVID-19 Recovery Plan provides guidelines for resuming operation of some or all of the Library's functions that were suspended on March 16, 2020. This plan is to be used by Library Management to coordinate the business recovery of their respective branch and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

The Recovery Plan applies to all situations where Library facilities, assets, employees, volunteers, contractors, services and patrons are affected as a result of a significant business disruption. Ensuring that a plan is in place is imperative for the Library to be prepared to provide the best possible services during an emergency situation.

Considerations made in the design of this plan include the following: staff being unable to report to work, businesses, social organizations or schools being required to close by order of local public health officials, and other public health measures that may include limiting or canceling social and public gatherings, requiring quarantines and/or other social distancing measures.

2. ISSUE

During an emergency the Library must follow directives from local health organizations and the government to ensure the safety of employees and the general public, which may mean cancelling programs or closing branches. The following is a general outline of the core services the Guelph Public Library would provide when operation of the Main Library and Branches resume.

| Service Area | Current Status | Goals | Plans |
|---------------------------------|---|--|--|
| Programming | Cancelled until July 5th | <p>Provide virtual programming</p> <p>Put the main focus of summer reading club on the actual reading and individual achievements rather than any big programs</p> | <p>Support summer reading by encouraging online participation in the TD Summer Reading Club through the TDSRC website. TDSRC is providing an enhanced online summer reading club in 2020. Through the TDSRC website kids will be able to track their reading and engage in related activities. Cross promotion of the reading program and this tool to be provided by GPL.</p> <p>Generalised summer reading engagement will be encouraged through library-developed programs that can be delivered online if required (i.e. Summer Bingo for adults, Summer Quest for families and a Teen Reads Challenge.)</p> |
| Room Bookings (Main & Eastside) | Cancelled until July 5th | Adhere to social distancing rules | Not provide this service as we cannot guarantee social distancing in the use of the space |
| Public Access Computers | Proximity of computer workstations is too close | Adhere to social distancing rules of at least 5 feet of space between each computer workstation | <p>Provide a minimal number of computers depending on what works in each library. Laptops may be offered.</p> <p>Follow a sanitization schedule throughout the day of workstations and laptops.</p> |

| Service Area | Current Status | Goals | Plans |
|--------------------------------------|---|---|---|
| Circulation - Desk and Self-checkout | We will not be handling library cards | Mandatory self-checkout and help people who need it | <p>Promote use of the self-checkout and have staff available to train</p> <p>Mark floor to show appropriate place to line up</p> <p>Regularly sanitize self-checkout stations</p> <p>Install sneeze guards at circulation desk</p> |
| Material Handling | We will not be handling returns immediately | <p>24 hours wait period before handling books</p> <p>72 hour wait period before handling DVDs/video games</p> | <p>Open book drops a week before doors open to give time to catch up on returns and quarantine items</p> <p>Quarantined items will be placed on marked carts</p> <p>Staff wear gloves when handling quarantined items, remove gloves right after</p> <p>Do not accept donations</p> |
| Membership | We will not be handling library cards | Continue to offer registration online | Provide assistance to help new members register online |
| Fine Payment | We will not be handling cash | Continue to offer the ability to pay fines online and offer online payment on self-checkout machines | <p>Debit/Credit transactions only</p> <p>Debit/Credit machine will need to be sanitized regularly</p> |

| Service Area | Current Status | Goals | Plans |
|--|---|--|---|
| Bus ticket sales - (OnYourWay System) | We will not be handling cash We will not be handling bus cards | Continue to offer the ability to purchase OnYourWay cards at the library | Debit/Credit transactions only Allow patrons to tap their own cards on the Bluebird system Debit/Credit machine will need to be sanitized regularly Bluebird machine (OnYourWay) will need to be sanitized regularly |
| Public workspaces (tables, chairs) | Workspaces with groups of chairs are too close together | Continue to provide workspace for patrons that ensures social distancing | Minimize seating by following social distancing guidelines |
| Shelving | Shelves are too close together | We want patrons to be able to get the books they want | Signage indicating only one (or two) people down an aisle depending on the branch |
| Lounge Areas | Lounge chairs in groupings are too close together | Provide some lounge chair seating | This will be different at each branch but remove some lounge chairs to ensure proper social distancing |
| Makerspace Tech Bar | Virtual reality headsets cannot be properly sanitized Proximity of computers Proximity of Tables/Chairs | Continue to offer some of our makerspace/tech bar services | Remove virtual reality headsets Ensure only one booking per time slot for each space Minimize seating by allowing only one person per table |

| Service Area | Current Status | Goals | Plans |
|-------------------------|--|---|---|
| Bookmobile | Tight space within vehicle Working with a vulnerable population | Browsing collection prohibited | Only deliveries to facilities. Holds that are previously checked out can be wheeled to the front door of the facility and patrons or facility staff must come out to pick them up. Returns will be handled with gloves, and quarantined in the Bookmobile garage as per timelines mentioned above. |
| Printing & Scanning | No handling of paper between patrons and staff | Reduce the printing of paper | No printing services where staff need to be involved Printing will resume at Main where it is self-serve Provide training to patrons on how to scan using their personal devices |
| Toys | Have already been removed Cannot keep them properly cleaned | Adhere to sanitizing rules | Toys will stay removed |
| Tours and Outreach | Tours cancelled until July 5th | Adhere to social distancing rules | Not provide tours during times of social distancing |
| Meetings and Committees | Cancelled until July 5th | Continue virtually with some meetings/committees | Look into ways of continuing some meetings and committees virtually |
| Outreach Deliveries | Cancelled until July 5th | Adhere to sanitizing rules | Provide 'no touch' deliveries to Outreach patrons |
| Curbside Deliveries | Staff are exploring options | Adhere to sanitizing rules and social distancing measures | Provide 'no touch' deliveries to patrons |

3. PLAN OF ACTION

- Begin the implementation of the 2020 COVID-19 Recovery Plan Report

- Return service levels to normal as staff becomes available to safely operate the Library
- Resume programs and outreach services as allowed by staffing levels

4. STRATEGIC PLAN ALIGNMENT

This report is in alignment with the Create a Dynamic Space pillar as we examine ways to balance the Library role as an interactive, social place, and a place for quiet study and reflection with social distancing measures.

5. RECOMMENDATION

| |
|---|
| That the Guelph Public Library Board adopt the 2020 COVID-19 Recovery Plan Report as written. |
|---|

Prepared by: Dan Atkins, Director of Operations
Andrew Kwan, IT Manager
Michelle Campbell, Westminster Square Branch Supervisor
Eleni Hughes, Bullfrog Mall Branch & Bookmobile Supervisor
Christy Giesler, Scottsdale Branch Supervisor
Chris Raso, West End Branch Supervisor



Proposed Board Meetings Schedule 2020

| | | | |
|------------------------|-----------------------------------|--|--|
| Thurs. April 16 | 5:00 PM Emergency Meeting. | <ul style="list-style-type: none"> • Virtual Meeting. | |
| Tues. April 21 | 5:30 Board Meeting | <ul style="list-style-type: none"> • Annual Review: <ul style="list-style-type: none"> • HR Report – C. Elston-Ryder • West End – C. Raso | |
| Thurs. May 7 | 9:00 Executive | Review board agenda | |
| Tues. May 19 | 5:30 Board Meeting | <ul style="list-style-type: none"> • Annual Review <ul style="list-style-type: none"> • Scottsdale – C. Giesler • Westminster – M. Campbell | |
| Thurs. June 4 | 9:00 Executive | Review board agenda | |
| Tues. June 16 | 5:30 Board Meeting | <ul style="list-style-type: none"> • Annual Review: | |
| July | No Meetings Planned | | |
| August | No Meetings Planned | | |
| Thurs. Sept. 3 | 9:00 Executive | | |
| Tues. Sept 15 | 5:30 Board Meeting | <ul style="list-style-type: none"> • Annual Review: <ul style="list-style-type: none"> • 2021 GPL Proposed Operating Budget – S. Kraft & D. Atkins • 2020 Proposed Capital Budget | |
| Thurs. Oct 8 | 9:00 Executive | | |
| Tues. Oct 20 | 5:30 Board Meeting | | |
| Thurs. Nov 5 | 9:00 Executive | | |
| Tues. Nov 7 | 5:30 Board Meeting | | |
| Thurs. Dec 3 | 9:00 Executive | | |
| Tues. Dec 15 | 5:30 Board Meeting | | |

- Board meetings are at the Main Library, 2nd floor PROGRAMMING ROOM unless otherwise indicated.
- If unable to attend, please notify Linda Cozzarin at: 519 824-6220 ext. 227 or email lcozzarin@guelphpl.ca



Guelph Public Library
Explore • Connect • Thrive

Scott Butler (Chair)
14 Wolfond Crescent
Guelph, On N1G 2B7
HOME PHONE: 519 780-1157
CELL PHONE: 416 564-4319
EMAIL: scott@ogra.org

Randalin Ellery (Vice-Chair)
84 Liverpool Street
Guelph, On N1H 2L1
EMAIL: randalin@gmail.com

Aaron Blair
60 Lyon Avenue
Guelph, On N1H 5C8
HOME PHONE: 519 766-1723
EMAIL: blairaaron@hotmail.com

Getu Hailu
25 Brazolot Drive
Guelph, On N1G 4K7
HOME PHONE: 519 823-8714
WORK PHONE: 519 824-4120 x 53890
EMAIL: ghailu@uoquelfh.ca

Katie Saunders
12-12 Glasgow Street N.
Guelph, On N1H 4T5
CELL PHONE: 226-755-2439
EMAIL: katisaun@me.com

Steven Kraft (CEO)
122 Essex Street
Guelph, On N1H 3L2
WORK PHONE: 519 824-6220 x224
EMAIL: skraft@guelfhpl.ca

Vivian Webb (Vice-Chair)
179-295 Water Street
Guelph, On N1G 2X5
HOME PHONE: 519 821-6936
EMAIL: vwebb.waterstreet@gmail.com

Lisa Maslove (Past-Chair)
154 Glasgow Street N.
Guelph, On N1H 4W8
CELL PHONE: 519 760-5519
EMAIL: lisa.maslove@gmail.com

Councillor: James Gordon
CELL PHONE: 519 827-6481
EMAIL: james.gordon@guelfh.ca

Anne MacKay
18 Merion Street
Guelph, On N1H 2L8
HOME PHONE: 519 767-1158
CELL PHONE: 519 803-4309
EMAIL: anne.mackay@rogers.com

Danny Williamson
3 Hollyberry Place
Guelph, On N1K 1P3
HOME PHONE: 519 835-6183
EMAIL: Williamson.d@gmail.com

Linda Cozzarin (Admin. Assistant)
3 Old Stone Court
Guelph, On N1G 4P1
WORK PHONE: 519 824-6220 x 227
EMAIL: lcozzarin@guelfhpl.ca