



**Guelph Public Library**  
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## **Guelph Public Library Board**

### **Regular Monthly Meeting Minutes**

**October 19, 2021**

**Prepared by Laura Hernandez**

#### **Members**

Scott Butler (Chair)

Aaron Blair

Vivian Webb (Vice-Chair)

Getu Hailu

Randalin Ellery (Vice-Chair)

Anne MacKay

Lisa Maslove (Past Chair)

Katie Saunders

James Gordon

Danny Williamson

#### **Staff**

Steven Kraft (CEO)

Laura Hernandez (Administrative Assistant)

Dan Atkins (Deputy CEO)

Erica Lear (Librarian)

Carolyn Elston-Ryder (Human Resources)

Kristen Bowman (Clerk)

Michelle Campbell (Manager of Public Services)

#### **Guests**

Sam Sorbara (Sorbara Law)

#### **Regrets**

Randalin Ellery (Vice Chair)

Aaron Blair

Danny Williamson

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## **1 Call to Order**

The regular monthly meeting of the Guelph Public Library Board was called to order by the Chair, Scott Butler, at 5:37 p.m. on Tuesday, October 19, 2021 in the Program Room at the Guelph Public Library. Steven Kraft, Secretary, was present.

### **1.1 First Nations Acknowledgement**

The Chair read the Territorial Acknowledgement.

## **2 Approval of Agenda**

To move item 7 Authority to Move into a Closed meeting to item 5 followed by Open Meeting, Consent Agenda, Presentation and Reports, New Business, Unfinished Business, Next Meeting and Adjournment.

### **Motion 60.21:**

Moved by: A. MacKay

Seconded by: J. Gordon

That the Agenda of the October, 2021 Library Board meeting be approved as amended.

**Carried**

## **3 Apologies for Non-Attendance**

Randalin Ellery (Vice Chair)

Aaron Blair

Danny Williamson

## **4 Declaration of Pecuniary Interest**

No declarations to report.

## **5 Authority to Move into Closed Meeting**

### **Recommendation:**

That the Guelph Public Library Board now hold a meeting that is closed to the public, pursuant to:

Section 16.1(4) of the Public Libraries Act, and section B-5 (6) of the GPL By-Law to consider information relating to a proposed or pending acquisition or disposition of land by the Board; and advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

## **6 Consent Agenda**

### **6.1 Adoption of September 21, 2021 Minutes**

### **6.2 Correspondence**

### **6.3 CEO's Report**

### **6.4 Service Utilization Report**

### **6.5 Operating Variance Report**

### **6.6 KCI/GPL Fundraising Study Overview**

#### **Motion 61.21:**

Moved by: L. Maslove

Seconded by: G. Hailu

That the Consent Agenda be approved as circulated.

**Carried**

## **7 Presentations & Reports**

### **7.1 Library as a Safe Place**

C. Elston-Ryder presented in detail, Library as a Safe Place for the last quarter from June to September. The following aspects were presented;

- EMS Visits
  - Disturbances – when police are called (i.e. violence, re-entry of trespassed individuals)
  - Medical – when 911 is called (i.e. overdoses, severe injuries)
- Complaints
  - Environment – when individuals complain about the facility (i.e. unclean, smoking)
  - Service – when individuals complain about services (i.e. bad customer service)
- Staff Incidents
  - Accidents – a staff member who has had an injury during work time (not including severe injuries where 911 is called)
  - Encounters – a staff member who encounters harassment, violence, etc. that does not include when police are called

- Customer Incidents
  - Accidents – a patron who has had an injury at a library (not including severe injuries where 911 is called)
  - Encounters – patrons who go against standards of behaviour (i.e. theft, abusive language, inappropriate behaviour)

C. Elston-Ryder noted that September and August data shows a jump in numbers for customer incidents as there was one patron who had 19 cases in several branches. Patron has been banned until he accepts to follow the rules. The library staff are currently creating ways to help staff deal with these types of situations and how to make it clear when to ban a patron. There are guidelines in place that need to be communicated to staff and this is what is currently being worked on.

K. Saunders asked has training been helpful for the staff to deal with situations like this?

C. Elston-Ryder responded that yes, there have also been several conversations with the Health and Safety Committee and has provided some common knowledge to work through. It has also given staff some empowerment and teaches them how to deal with these types of difficult situations. Staff are taught that it's not about them, it's about the person who is doing these incidents and this is a helpful conversation starter to approach the patron doing these acts. Also, currently looking at what rotation the staff is working so newer employees will be up to date with dealing with these instances.

G. Hailu asked how serious are these instances and can we stop this from happening in the future. Is there any legal action we must pursue?

C. Elston-Ryder replied there was no threat to staff, it was simply not the proper use of technology.

S. Butler asked what would be the process of banning a patron and calling the authorities.

C. Elston-Ryder answered if its not a threat to staff, employees have the option of bringing another staff member or manager to help. Depending on the behaviour of the patron, the library has access to Safe Streets, a new program that has nurses available to do wellness checks. If there are any threats to staff or patrons, the police would be called immediately. S. Kraft also mentioned there are still court access videos that are gathered.

**Motion 62.21:**

Moved by: G. Hailu

Seconded by: L. Maslove

A motion to accept the Library is a Safe Place report.

**Carried**

## **7.2 Executive/ Chair Report**

Nothing to report.

## **7.3 External Affairs Committee Report**

S. Kraft mentioned that the recruitment committee is proceeding and has received four applications so far. S. Butler is encouraging staff and Board members to ask any qualified individuals to apply to be part of the Board. A. MacKay mentioned she will reach out to equity seeking groups that may be interested also.

## **7.4 Internal Affairs Committee Report**

D. Atkins spoke about the Service Capacity Report that has been included in this package for the Board's review. The following aspects were presented;

- Percentage of collection out or on hold.
- Percentage of program enrollment.
- Percentage of computer availability and hours occupied.
- Percentage of Digital Collection borrowed.

As we re-opened, our physical collection has increased in circulation and there has been a drop in the digital collection being checked out. The Internal Affairs Committee thought it would be a good idea to include the Service Capacity Report as part of the monthly package along with the Utilization Report.

The Board would like the report to include what the standard is, explanation of the numbers obtained, tracking of computer usage and convert to items instead of percentages.

L. Maslove also reported that the committee is happy with the HR scorecard that C. Elston-Ryder has created and is currently collecting data for the next quarter.

### **Motion 63.21:**

Moved by: G. Hailu

Seconded by: J. Gordon

To make the necessary changes to the Service Capacity Report and collect data for the HR Scorecard to be presented in the first quarter.

**Carried**

## **7.5 Governance Committee Report**

Nothing to report.

## **7.6 CEO Top of Mind**

S. Kraft reported that the Capital and Operating Budgets have been submitted to city staff and there will be a presentation to City Council on November 16, 2021. S. Kraft is continuing to work along side D. Atkins and D. Bates from Diamond Schmitt Architects to finalize the architecture drawings for the New Central Library. S. Kraft also mentioned that he is speaking to the fundraising consultants (KCI) about analysis and development of preliminary findings and recommendations. There will be a report on summer programming that will be available at the upcoming meeting, the summer programs were a great success this summer! S. Kraft is in communication with Rachel from Overlap and reviewing what has been achieved with the Strategic Plan. A draft will be available by December for the Boards review.

### **Motion 64.21:**

Moved by: V. Webb

Seconded by: L. Maslove

## **8 New Business**

S. Butler wanted to thank Staff about the Thanksgiving message. It was really well received by the public. Also, would like to thank everyone for meeting in person.

K. Saunders would like to know the update on strategic plan with Overlap.

S. Kraft answered that it will be developed by the end of Q4.

## **9 Unfinished Business**

Nothing to report.

## **10 Next Meeting**

Chair, Scott Butler announced that the next Board meeting would be Tuesday, November 16, 2021 at 5:30 p.m.

## **11 Adjournment**

### **Motion 65.21:**

Moved by: K. Saunders

Seconded by: A. MacKay

That the Guelph Public Library meeting of October, 2021 be adjourned.

**Carried**

Meeting adjourned at 7:23 p.m.

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**Library Board Chair**

**Date**

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**Library CEO (Board Secretary)**

**Date**